



## Temporary Accommodation Charging Policy

This leaflet tells you about the amount of rent that we charge for temporary accommodation and the amount of rent that we will recover from you, depending on your circumstances.

If you have any questions that we do not answer here, please contact us using the details at the end of this leaflet.

### Jargon buster

Term	Meaning
Homeless service charge	This service charge covers the cost of providing temporary accommodation to homeless households.
Occupancy agreement	The agreement signed when moving into temporary accommodation. It sets out rights and responsibilities.
Temporary accommodation	Accommodation used to house homeless applicants. It includes hostels and furnished properties.
Temporary accommodation charge	The charge applied for staying in our temporary accommodation, made up of a baseline rent plus the homeless service charge.

## The Temporary Accommodation Charging Policy

Housing law states that tenants living in temporary accommodation should pay a reasonable charge, which is decided by the local authority. When deciding what a reasonable amount to charge is, we must make sure that it covers all costs of providing the accommodation.

### How does the Temporary Accommodation Charging Policy work?

The policy aims to make sure that temporary accommodation is affordable for everyone while making sure that we cover all costs for providing the service. This includes the cost of management, service delivery, maintenance and repairs and periods when properties are empty (void).

You can read the policy at [www.moray.gov.uk/temporaryaccommodationchargingpolicy](http://www.moray.gov.uk/temporaryaccommodationchargingpolicy).

### How do you set the temporary accommodation charge?

The weekly temporary accommodation charge is set by calculating a rent and a homeless service charge:

- the rent is set using the average council house, based on the size of the property; and
- the homeless service charge which covers the cost of providing temporary accommodation.

### What is the temporary accommodation charge for 2026 – 2027?

The following table shows how we work out the temporary accommodation charge, by the size of the property:

Size of property	Average council weekly rent*	Homeless service weekly charge	Temporary accommodation weekly charge
1 bedroom	£76.83	£205.41	£282.24
2 bedrooms	£85.39	£205.41	£290.80
3 bedrooms	£102.57	£205.41	£307.98

\*Based on 2025-26 rents (over 52 weeks) plus a 6% annual increase.

### What does the homeless service charge pay for?

It pays for the cost of providing temporary accommodation and includes:

- housing management costs linked to providing temporary accommodation;
- maintenance costs, including furnishings, equipment and utilities;
- void rent loss (when the property is empty);
- staff costs; and
- repair and renewal costs.

We must make sure that the income generated meets the full cost of the service.

In line with the Council's Charging for Services Policy, the homelessness service charge is reviewed every year. The homeless service charge for 2026 – 2027 is £205.41 per week.

### How much will I be charged for my temporary accommodation?

We charge every household the same amount, no matter what their income is. However, we always make sure that temporary accommodation is affordable for everyone. We work out

how much we will “seek to recover” based on your circumstances and what we think you can reasonably afford. It is your responsibility to pay this amount in full.

We will give you up to date benefit entitlement information and can help you fill in housing benefit application forms.

### What do you mean by “seek to recover”?

The amount we “seek to recover” is the amount that you must pay. We will consider:

- if you are working or
- if you get Housing Benefit (temporary accommodation costs are not covered by Universal Credit).

If you work and / or you are not eligible for the full amount Housing Benefit, we will seek to recover:

- the average Council house rent; **plus**
- 25% towards the homeless service charge.

Size of property	Average council rent per week	25% of homeless service charge per week	Amount we will seek to recover per week
1 bedroom	£76.83	£51.35	<b>£128.18</b>
2 bedrooms	£85.39	£51.35	<b>£136.74</b>
3 bedrooms	£102.57	£51.35	<b>£153.92</b>

Generally, if you are a tenant in temporary accommodation and:

- **you get full Housing Benefit** we will recover all of the temporary accommodation charge. In most cases, the amount of Housing Benefit you get will be the same as the rent charged. See **example one** on page 4.
- **you get partial Housing Benefit** we will only recover a reasonable charge. We consider a reasonable amount to be the average Council house rent, for the size of the property, plus 25% towards the homeless service charge. If the amount of Housing Benefit that you get is more than this amount, then we will recover all of the Housing Benefit you get. If the amount of Housing Benefit you get is less than this amount, you will have to pay the difference. See **example two** on page 4.
- **you are working/ are not entitled to any benefit** we will only recover a reasonable charge. We consider a reasonable amount to be the average Council house rent, for the size of the property, plus 25% towards the homeless service charge. See **example three** on page 4.

## What is the average council house rent?

The average weekly council house rent for 2026 – 2027 is:

Size of property	Average council house rent per week (52 weeks)
1 bedroom	£76.83
2 bedrooms	£85.39
3 bedrooms	£102.57

(This is based on the average council rent for 2025 – 2026, plus the agreed 6% annual rent increase.)

## Examples of what you might have to pay

Example one	You are entitled to full Housing Benefit
<p>You rent a two-bedroom temporary accommodation property. The temporary accommodation charge is £290.80 per week. We will seek to recover all of this amount. This should be covered by the Housing Benefit that you get.</p>	
Example two	You are entitled to partial Housing Benefit
<p>You rent a one-bedroom temporary accommodation property. The temporary accommodation charge is £282.24 per week. The amount that we will seek to recover from you is equivalent to the average rent for a council property of the same size plus 25% towards the homeless service charge.</p> <p>The average council rent for a one-bedroom property is £76.83 per week. 25% of the homeless service charge is £51.35. You will pay <b>£128.18</b>. If the amount you get in Housing Benefit is more than this, we will recover all of the Housing Benefit you get. If the amount that you get is less than this, you must pay the difference.</p>	
Example three	You work full time / are not entitled to benefits
<p>You rent a three-bedroom temporary accommodation property. The temporary accommodation charge for the property will be £307.98 per week. The actual amount that we will seek to recover from you is equal to the average rent for a council property of the same size, plus 25% towards the homeless service charge.</p> <p>The average council rent for a three-bedroom property is £102.57 per week. 25% of the homeless service charge is £51.35. You will pay <b>£153.92 per week</b>.</p>	

## When will I know how much I will have to pay?

When you sign your occupancy agreement, we will tell you:

- how much the temporary accommodation charge is;
- the maximum amount that we will recover; and
- how to apply for Housing Benefit.

Once we know if you are entitled to Housing Benefit, we will write and tell you how much you will be expected to pay. Until then, you should try and pay as much as you can.

### How can I check what I owe?

You can view your rent balance online at [www.moray.gov.uk/checkyourrentbalance](http://www.moray.gov.uk/checkyourrentbalance).

- You will need to log in to your “**myaccount**” which is the online customer account portal. If you do not have an account already, you can register and create an account.
- To access your rent account balance, you will need to enter your rent account reference number (the one with the dashes) e.g. 01-123-45-67.

### How can I get support?

If you are having difficulties paying, please tell us as soon as possible. We can discuss your situation and review your options. We can:

- discuss your situation;
- give welfare and budgeting advice; and
- agree a repayment plan with you, if appropriate.

The earlier you get in touch, the earlier we can review your options and try to stop your arrears building up.

### Advice and support

If you would like advice and support to help you manage your money, please contact us.

The Supported Accommodation Team  
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You can also find more information at [www.moray.gov.uk/temporaryaccommodation](http://www.moray.gov.uk/temporaryaccommodation) or scan the QR code.

