



Inner Rooms - Works and Decant Process Frequently Asked Questions

You can find the FAQs explaining what an Inner Room is, and how Adur Homes is managing this project, on Adur & Worthing Council's website.

What is the proposed timeline?

We will be writing to you in the next 8 weeks to confirm the date of your move into temporary accommodation and your proposed move back date.

We send a further letter 4 weeks before your move date, outlining the works we are doing in your flat and providing a plan of the proposed corridor. The letter will tell you the temporary home you will be moving to and the details of the moving process. A week later Kate Giordano will contact you by phone to confirm the move date with you and answer any other queries you may have.

The removals company will contact you 3 weeks before the move date to arrange to drop off boxes to your home, and confirm the time of your move.

Kate will continue to check in, until the day of the move, when the removals company, Kate and a Building Services operative will meet you at your home. We will change the lock to your front door, install a letterbox to the communal hallway wall and move your belongings to your temporary home.

We anticipate the work within your property will take approximately six weeks to complete. Then we will assist you to move back into your property. We will contact you 2 weeks before your due to move back to confirm the date and time of the move. Please keep hold of the boxes for this move back.

Am I able to view a completed property to see what it might look like?

Yes. We have a completed, unfurnished property for residents to see. If you would like to view it, please contact Kate Giordano on 01273 263270 to book an appointment. Please note this is an example property and there may be differences with your property.

Where will the temporary homes be?

We currently have 8 decant flats available. The majority are based in Fishersgate and Southwick, with two in the Lancing/ Sompting area.

We have a mixture of two and three bedroom properties, the majority being two beds. All have a double bed in the main bedroom and bunk beds in the second (and third) bedroom.

How will the move to temporary accommodation work?

Boxes will be delivered to you a few weeks prior to the move in order for you to pack, and a professional moving company will transport your packed boxes to your temporary accommodation.

Majority of the moves will happen on Thursday and Friday mornings, it will be possible to accommodate moves on a weekend. Please let us know of any important dates which need to be avoided.

Am I able to take my pet with me?

You may take your pets to your temporary accommodation but getting them there is your responsibility. Tenants will also be liable for any damage to the property caused by a pet, so please ensure you take all the supplies, equipment and housing your pet may need. Fish tanks need to be moved into the utility room (if you don't have one please place them in the kitchen). Consider using holiday fish feed, and we will help you make arrangements for access for topping this up, directly with the contractor. The Temporary Tenancy Agreement will give you all the details of your responsibilities.

Does the temporary tenancy agreement affect my permanent tenancy?

We will be asking you to sign a temporary tenancy agreement for the weeks you are away from your permanent tenancy. This does not affect your permanent tenancy. You must continue to pay all rent and utility bills as usual at your permanent home. The contractor will reimburse you for the cost of any electricity or gas used in your home during the works.

You will not be liable for rent and utility bills in the temporary accommodation. We have notified the Housing Benefit and Council Tax

department at Adur so you do not need to contact them, but you must inform any other benefit agencies of your temporary address change.

You will not be able to access your property while the work is being carried out but if you have forgotten something essential please contact Kate Giordano - Inner Rooms Officer, and we will assist you.

What should I take with me to the temporary accommodation?

The temporary accommodation will be fully furnished, including cutlery/kitchenware. In addition to personal items/clothing it is expected that tenants will bring with them bed linen, duvets and pillows, towels, bath mat, airer and anything else you will need for the time away.

Please see Appendix c for a list of items that will be in the temporary accommodation.

How will my possessions be protected?

Please can we ask you to take all valuable and sentimental items with you to your temporary property. On the day of your move we will be taking a full photo inventory, in your presence, of the remaining furniture and boxes left in the property, the removals company will assist you to move all boxed items into one of your bedrooms. Only large items of furniture can be left in the living room, and these items must be pushed against the window wall. We ask that all ornaments, pictures and small items are boxed and moved to the bedroom. We will install a plastic sheeting partition to protect your furniture from the work happening in the rest of the room.

Any cupboards in the hallway must also be fully cleared and all possessions and coats etc. removed from the hallway.

Do I need contents insurance for the temporary flat?

Adur Homes and our contractors take every step possible to make sure your property and possessions are kept safe throughout the works and the flat will be locked securely at the end of each working day. We hold appropriate insurances'; should there be any accidental damage. Please note though, the council cannot insure your contents and you will need to notify your insurance company of your move to temporary accommodation.

What happens to my furniture when the layout has changed?

Please consider if your furniture will fit in the new layout. You may wish to reduce the number of items of furniture in the room before the works commence. If you think your furniture is not going to be suitable once the

layout has changed and you will be unable to remove it due to its size, please contact us to discuss.

What facilities will be at the temporary accommodation?

The properties will all have a 32inch smart TV in the living room with access to a range of TV channels, internet and gas-fired central heating.

We will provide an electric cooker, washer/dryer or a washing machine and heated airer and a large fridge freezer or a separate fridge and freezer in the kitchen. Please see the full list of items in Appendix C.

Will the accommodation be clean and Covid-19 secure?

We will be carrying out a deep clean by a professional company between lets. This will include all furniture and kitchen items.

You will be responsible for keeping the flat in a good clean and tidy condition whilst you are staying there, and we expect you to return it to us in the same condition as you found it.

Can items be secured in my property while the work is carried out?

If you have items that you want to leave in your property but are worried about security, we can arrange for a lock to be fitted on one of the bedroom doors for items to be stored. You will be given the key and no one else will have access to that room (please note, you will not be able to access the property throughout the duration of work). You will need to attend the property and unlock this room when requested by the contractor, to allow the new doorset to be installed. Please make sure that you have all the items from your property that you will need as access will be difficult while the work is ongoing at your property. Please take anything of value with you to your temporary home.

How will I access my post during the temporary period?

Post will be delivered to your current address as usual, and a fixed, lockable postbox will be attached to the wall near your property which you will be able to access. The location will depend on the most appropriate place to put this, and we will discuss this with you closer to the time.

For specific questions the contact details for this work is:

- inner.rooms@adur-worthing.gov.uk
- Inner Rooms: 01273 263270