



## **Childers Street Fire Incident Questions & Answers**

### **Q) How long am I going to stay in my temporary accommodation?**

**A)** As a rough guide block 49-60 including the maisonettes' 47 & 48 is estimated for works to be completed around September 2020. Block 35-46 including the maisonettes' 33 & 34 is estimated to take around 9 months. We cannot give you an exact 'return to your property date' at this stage. We can confidently say you will be allocated temporary accommodation until your home is deemed safe for you to return to. We will contact tenants individually with information on when you can return to The Arches. You will then be given a reasonable amount of time to return to your home.

### **Q) I am not happy with my temporary accommodation. What can I do?**

**A)** Your Temporary accommodation is a short-term placement until your home is ready for you to return to. We have worked with your provider to try and place you in a similar property to your existing home, i.e. 2 bed self-contained flat to a 2-bed self-contained property. Due to the current pandemic, temporary rental properties are not readily available. It may be that you will be located further away than you would like. In most cases, our providers will try to find you accommodation in your preferred choice and will offer more than one choice of accommodation. If the accommodation is not suitable and we have exhausted all efforts, there is nothing further we can do. All the temporary accommodation you are placed in, is approved by our insurance.

### **Q) Who should I be paying rent to?**

**A)** You should continue paying your rent to New World for your permanent property. If you are in receipt of benefits and this is being paid directly to New World there is no need to do anything.

### **Q) Who will pay the rent for my temporary property?**

**A)** The rent for your temporary accommodation will be paid by New World's Insurance. However, this is dependent on your rent being paid by you for The Arches - Childers St.

### **Q) Will I have to pay council tax for both properties?**

**A)** No. New World's insurance will cover the council tax for the temporary accommodation. You will still be liable for the council tax at The Arches – Childers St. New World may be able to have your council Tax waived for the period of time your home is not habitable. In order for us to proceed with a claim we will need your council tax reference number. (This can be found on any correspondences received from the council tax department). Please can you let us have this number so we can proceed to claim this on your behalf.

### **Q) Do I have to pay a deposit for the temporary accommodation?**

**A)** Although you are not paying any monies upfront for the temporary accommodation as a deposit, this 'deposit' is being paid for by New World's insurance. If at the end of your stay in this temporary accommodation the property is found to be misused in any way New World will seek to recover the full deposit (or whatever has been charged) from you.

**Q) Can we stay at this property permanently?**

**A)** No. This is a temporary accommodation, and this is not available for rent on a permanent basis.

**Q) What do I do about my mail/post?**

**A)** We would advise that you contact royal mail and have your mail/post redirected to your temporary accommodation. Alternatively, you can ask if this can be re-directed to a more convenient address or whether you can collect it from a sorting office. Currently all your mail is being held at the sorting office near Childers St. It is; Deptford Sorting Office, 4-8 Creek Road, Deptford, London, SE8 3EQ. This office opens Monday – Saturday 7am until 9am. Please note they are closed on Wednesday and Sunday. You are advised to check their website <https://www.localmint.com/uk/royal-mail-delivery-office-deptford-hours-614239> for changes as this information is valid as of Friday 5th June 2020.

**Q) What will happen to my furniture I have left in my property?**

**A)** In Block 49-60 including the maisonettes 47 & 48 your furniture is locked away and is safe. We do not need you to move any of the large furniture items. We are happy for you to make arrangements to have these collected. We will provide access and a reasonable amount of time for you to pack and load your household items into a vehicle. If you choose to remove any furniture this will be at your cost for both removal and return.

In Block 35-46 including the maisonettes 33 & 34, we need to have all the items removed from your flat and we will be contacting you individually to discuss what you would like to do with your furniture. For any items you want disposed of they can be left in the property and we will be happy to arrange this for you.

**Q) Will I be allowed back to my home to live permanently?**

**A)** We are working on the basis that all tenants will be returning to their home at The Arches as soon as it is safe to do so.

**Q) What if I do not want to (or feel too emotional to) return to my home?**

**A)** Once you have been told you can return, we can assure you that the property is safe and very secure. However, if you feel you cannot return for whatever reason New World are only able to offer advice on ways to seek alternative accommodation. You must speak with your local council and see what help may be available to you. (See also question on anxiety).

**Q) Who will pay for the damages to my personal items?**

**A)** All personal items are tenant's responsibility. If you have contents insurance all your losses and damages should be covered by them.

**Q) I do have content insurance but not sure what I should do?**

**A)** You must contact your insurance provider and inform them about your current situation and if you have any personal items that have been damaged following the fire.

**Q) Do I have to foot the bill for moving my essential light items from Childers St to my temporary accommodation and then back to Childers St? This is an expense I can't afford.**

**A)** We are aware this move is not planned and may cause hardship. We are prepared to work with you to assist where we can with these unexpected costs. We may be able to help by providing transportation or financial support for you to get this job done.

**Q) I have been contacted to make an application for housing benefits. What do I do?**

**A)** You should not be paying any rent for the temporary accommodation as this is being covered in full by New Worlds insurance. If you have been contacted, we would ask that you refer these landlords or agencies to New World.

**Q) My Family and I are having difficulties sleeping and feel we may be suffering with various forms of anxieties. Is there anything you can do about this?**

**A)** It is undeniable that you have undergone a stressful situation at one of the most crucial and uncertain times. In the first instance, we would suggest you contact your GP and speak with them about your feelings. Alternatively, our insurance have provided a counselling service who are skilled professionals and can provide you with the relevant advice. Please feel free to call 08002884956. This service is available 24/7.

**Q) How will New World Update me about the process of the works and when we will return?**

**A)** We aim to ensure all tenants are updated frequently with up to date progress and any information we deem needs to be shared. We intend to share information via text, emails, post and telephone calls. Please can you ensure we have the correct contact details for you. We are also mindful that some tenants would like to see updates on our website, and we are looking to make this possible too. If tenants need more information you are welcomed to call the office on 02086750320 and ask for Lauren, Hannah or Sandra who will be able to assist your enquiries. You are also welcomed to email [info@newha.co.uk](mailto:info@newha.co.uk) detailing your enquiry and we will ensure this is responded to.