

Welcome to your temporary home



Visit our website at www.lichfielddc.gov.uk/ldstay



Lichfield
District Council

A warm welcome

Our top priority is making sure you feel happy, comfortable, and safe throughout your stay, and that you genuinely enjoy your time in your new temporary home!.

This handy welcome pack includes everything you need for a smooth, hassle-free move-in.

If you're still feeling unsure after your move-in briefing and reading through this guide, please feel free to contact us - we're always happy to help!



**Lichfield
District
Council**

The council owns your temporary home and also provides housing officer support.



**Lichfield
West Midlands
Traded
Services**

LWMTS is the council's wholly owned company and they provide property support for your home - such as repairs and maintenance.

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Useful contacts

Whatever you're going through, we're here to help. No problem is too big or too small, and we're committed to making your stay as smooth and positive as possible. Below are the key contacts you may need during your time with us.

Housing

If you need support from the housing team, please email housingoptions@lichfielddc.gov.uk or call 0333 220 3088 (Monday - Friday, 9am - 5pm).

The duty officer will receive your call or email and will do their best to guide and support you.

Alternatively, contact your housing options officer.

Maintenance and repairs

The maintenance and repair of your property is provided by a team at our trading company, LWMTS.

The team at LWMTS want you to feel comfortable in your new home, so please let them know about any repairs as soon as possible.

Non-emergency repairs:

Email cll@lwmts.co.uk and we will aim to contact you the next working day.

Emergency repairs (Monday - Friday, 9am - 5pm):

Email cll@lwmts.co.uk and **mark the email as urgent in the header.**

Out-of-hours emergency repairs:

Call [0330 222 0304](tel:03302220304) and select option 3.

Please note that the out-of-hours team attend emergencies only. Non-urgent issues will be passed to the property team the next working day.

Being neighbourly and house rules

We want everyone to enjoy a calm, safe and respectful place to live. Our house rules are in place to help you and your neighbours feel comfortable in your home.

- **Be considerate at all times** - do not behave in a way that causes harassment, alarm or distress to others. Neighbours experience regular changes in who lives nearby, so please go the extra mile to be a good neighbour.
- **Anti-social behaviour is not acceptable** - this includes ongoing loud arguments, threatening language or behaviour, or anything that makes others feel unsafe.
- **Treat neighbours, staff and visitors with courtesy and respect** - and deal with everyday issues calmly.
- **Smoking or vaping inside the property is not permitted** - please smoke outside only and dispose of cigarette ends responsibly.
- **Illegal activity is not allowed in or around your temporary home** - including vandalism, theft, drug dealing, arson or any other criminal behaviour.
- Criminal or persistent anti-social behaviour by you or your household is a **breach of your licence and may result in formal action**, including being asked to leave the property.

If you witness or are involved in a crime, contact the police on 999 in an emergency or 101 for non-urgent situations.

By following these rules, you help create a safe, pleasant environment for everyone, including yourself.

If you have concerns about antisocial behaviour visit
www.lichfielddc.gov.uk/asb

Planning for your next home

We know that moving into temporary accommodation can be a big change, and we're here to help you take the next steps toward a permanent home.

We can support you with:

Applying or bidding for properties on the register

[www.lichfielddc.gov.uk/
bidding](http://www.lichfielddc.gov.uk/bidding)

Looking for a private rented property

[www.lichfielddc.gov.uk/
rentprivately](http://www.lichfielddc.gov.uk/rentprivately)

Understanding the housing process

[www.lichfielddc.gov.uk/
socialhousing](http://www.lichfielddc.gov.uk/socialhousing)

Understanding how long you could wait for a new home

[www.lichfielddc.gov.uk/
waitingtimes](http://www.lichfielddc.gov.uk/waitingtimes)

Applying for financial help towards your rent and council tax

[www.lichfielddc.gov.uk/
rentsupport](http://www.lichfielddc.gov.uk/rentsupport)

Your **housing options officer** is always happy to guide you - just reach out.

Staying safe in your temporary home

Your safety and comfort are our top priorities. These guidelines are here to protect you.

Fire safety

- **Evacuate immediately if you discover a fire and call 999.**
- Familiarise yourself with your fire exits and alarms.
- Never tamper with smoke alarms or fire equipment - we will test these regularly.
- Do not cover, remove, or disconnect alarms.
- Keep doors closed during a fire to slow the spread.

Medical emergencies

- **If someone is seriously injured or unwell, call 999. The call handlers will guide you step-by-step.**
- For non-urgent medical concerns, call **111**.

Criminal activity

- **If you witness or are involved in a crime, call 999 immediately.**
- For non-emergencies, call **101** or report online.

Appliance and home safety

- Use appliances as instructed and do not leave them running unattended or overnight.
- Do not overload sockets - this can cause overheating and fires.
- Keep plugs, cables and sockets dry and in good condition.
- Do not use candles, deep fat fryers and flammable liquids (e.g., petrol, solvents).
- Smoking and vaping are not allowed inside the property.

Looking after your home and repairs

Please keep your home clean and tidy – doing so helps us to help you when you need a repair or maintenance carried out. We want your home to feel safe and comfortable, and sometimes that means things need fixing. **Please don't wait or worry about 'bothering' us - if something's not working as it should, let us know.**

How to report a repair

For all non-emergency repairs, please cll@lwmts.co.uk. We aim to contact you on the next working day to discuss the problem and agree the next steps.

For emergency repairs during working hours (Monday – Friday, 9am–5pm, excluding bank holidays), please call [07811 714687](tel:07811714687) or [07734 731133](tel:07734731133).

For out-of-hours emergencies, please call [0330 222 0304](tel:03302220304) and select option 3. This service is for urgent issues that cannot safely wait until the next working day. Non-emergency issues will be passed to the property team to pick up when they're back.

What to expect – repair timescales

Once you report a repair, we'll assess how serious it is and respond accordingly:

| Type | Example | We aim to fix |
|------------------|---|------------------------|
| Emergency | Problems that put you or your temporary home at immediate risk. Examples include no power, severe leaks, flooding, strong smell of gas, or anything that may cause serious damage or danger. | Within 24 hours |
| Urgent | Issues that affect your comfort or essential facilities but are not immediately dangerous. These might include problems with heating, hot water, or partial electrical faults. | Within 3 working days |
| Routine | Smaller issues that don't affect your safety, such as minor cosmetic damage or things that can safely wait a little longer. | Within 10 working days |

We'll always try to keep you informed about what's happening, when someone will visit, and whether any follow-up work is needed. Please make sure we can access your temporary home at the agreed time so we can complete repairs without delay.

Recycle for good

Bin and bag instructions

Please recycle all you can.

Visit www.lichfielddc.gov.uk/binguide for more information.

Look out for the recycling calendar and leaflet in your welcome pack. As a quick guide:

| What | Where | When |
|---|---|---|
| Paper and card | Blue bag | Every other week with your blue bin. If you have excess card, please fold it down to the size of your blue bag and put it out with your blue bag. |
| Glass, cans and plastics | Blue bin | Every other week with your blue bag – visit www.lichfielddc.gov.uk/binguide to see what you put in your blue bin. |
| Garden clippings and lawn mowings* | Brown bin | Every other week with your blue bin and bag. |
| Food waste | Silver kitchen and larger outdoor caddies | Every week with your bins/bags - these collections start from mid 2026 - view www.lichfielddc.gov.uk/foodwaste to see what you can put in your caddy. |
| Waste you can't recycle | Black bin | Every other week. |

**You may not have a brown bin – this will depend in your property.*

Key facts

- Visit www.lichfielddc.gov.uk/bincalendar to find out when to put your bins out.
- Keep bins off the street except on collection days.
- Never put vapes or batteries in any of your bins - collect them up and take them to a supermarket or household recycling centre. Vape shops will also recycle used vapes.

Toilets and drainage

- Only flush toilet paper in the loo.

Paying your rent, council tax, gas and electricity

Depending on your circumstances, you may still need to pay rent, council tax and gas and electricity. Here's how to get help with that:

Apply for housing benefit

Most people in temporary accommodation need to apply for housing benefit (not Universal Credit). You can apply online at www.lichfielddc.gov.uk/benefits - make sure you tell us it's for temporary or interim accommodation. You'll need to give details of your rent, income and who lives with you.

If you already get Universal Credit, you still need to apply separately for housing benefit to cover your temporary or interim accommodation.

It is likely your rent will be paid direct to the council (your landlord). If it isn't you can pay online at www.lichfielddc.gov.uk/ldstay

Speak to your housing options officer if you need any help or support with this.

What to do if your rent isn't fully covered

Sometimes housing benefit doesn't cover the full rent or service charges. If that happens, you can ask us for extra help through Housing Payment Support (HPS).

HPS is a short-term top-up payment to help you manage the shortfall. You can usually apply for a HPS if:

- you already get housing benefit or the housing element of universal credit
- you have a rent shortfall that's causing hardship (for example, because of the bedroom tax, benefit cap or high temporary accommodation rent)
- you can apply online or ask us for help with the form.
- the accommodation you move into has too many bedrooms for your needs and your housing benefit is reduced and doesn't cover your costs.
- if your household is larger than the property allows (for example, too many people for the bedrooms available), you may still need to pay rent for your current accommodation while we look for something more suitable.
- if this causes hardship, you can apply for a HPS to help cover the costs.

Find out more and apply at www.lichfielddc.gov.uk/hps or speak to your housing options officer.

Apply for council tax support

If you need to pay for your council tax (your housing options officer will talk to you about this), you may be eligible for council tax support.

If you are entitled to support, we'll discount your council tax bill. If your bill is not entirely discounted, you will still have to pay the remaining balance over the course of the financial year (April to March each year).

We'll set out how much you need to pay in your council tax bill.

You can apply online at www.lichfielddc.gov.uk/ctaxsupport or speak to your housing options officer.

Speak to your housing options officer if you need any help or support with this.

Paying for gas and electricity

Depending on your temporary home you may need to pay for gas and electricity. If you do, your home will be fitted with a prepayment meter, also known as a pay-as-you-go meter.

This means you'll need to top up your energy key/card before you use it. Simply take it to the nearest PayPoint, PayZone or Post Office and add credit before inserting it back into your meter.

It's important to keep an eye on your balance so you don't run out unexpectedly, and to contact us supplier straight away if your key/card is lost, damaged or not working. c11@lwmts.co.uk if you need any help with this, or in an out of hours emergency call [0330 222 0304](tel:03302220304) and select option 3.

Support for your wellbeing

Your wellbeing is important to us. If you're facing personal challenges or struggling, please let us know - help is available. We can support you with:

| | |
|--|--|
| Cost of living and wellbeing advice | www.lichfielddc.gov.uk/costofliving |
| Access to debt relief advice and support | www.lichfielddc.gov.uk/debtrelief |
| Access to specialist support services including addiction support | www.lichfielddc.gov.uk/supportgroups |
| Access to employment advice and volunteering opportunities | www.lichfielddc.gov.uk/getworking |
| Access to free or low-cost household items | www.lichfielddc.gov.uk/furniture |
| Access to free or low-cost baby products | www.lichfielddc.gov.uk/babybanks |
| Access to free or low-cost sanitary products | www.lichfielddc.gov.uk/periodsupport |

Your **housing options officer** is always happy to guide you - just reach out.

Leaving your property

Before you plan to leave your temporary home, please give us as much notice as possible - for example if you are under offer, just email your **housing options officer** to let them know. This will help us to plan to get your temporary home ready for someone else who needs it after you move into your new property.

When you are ready to hand back the keys, please email cll@lwmts.co.uk **at least 2 working days before you plan to leave.** The LWMTS team will meet you at the property to do a check out and collect the keys from you.

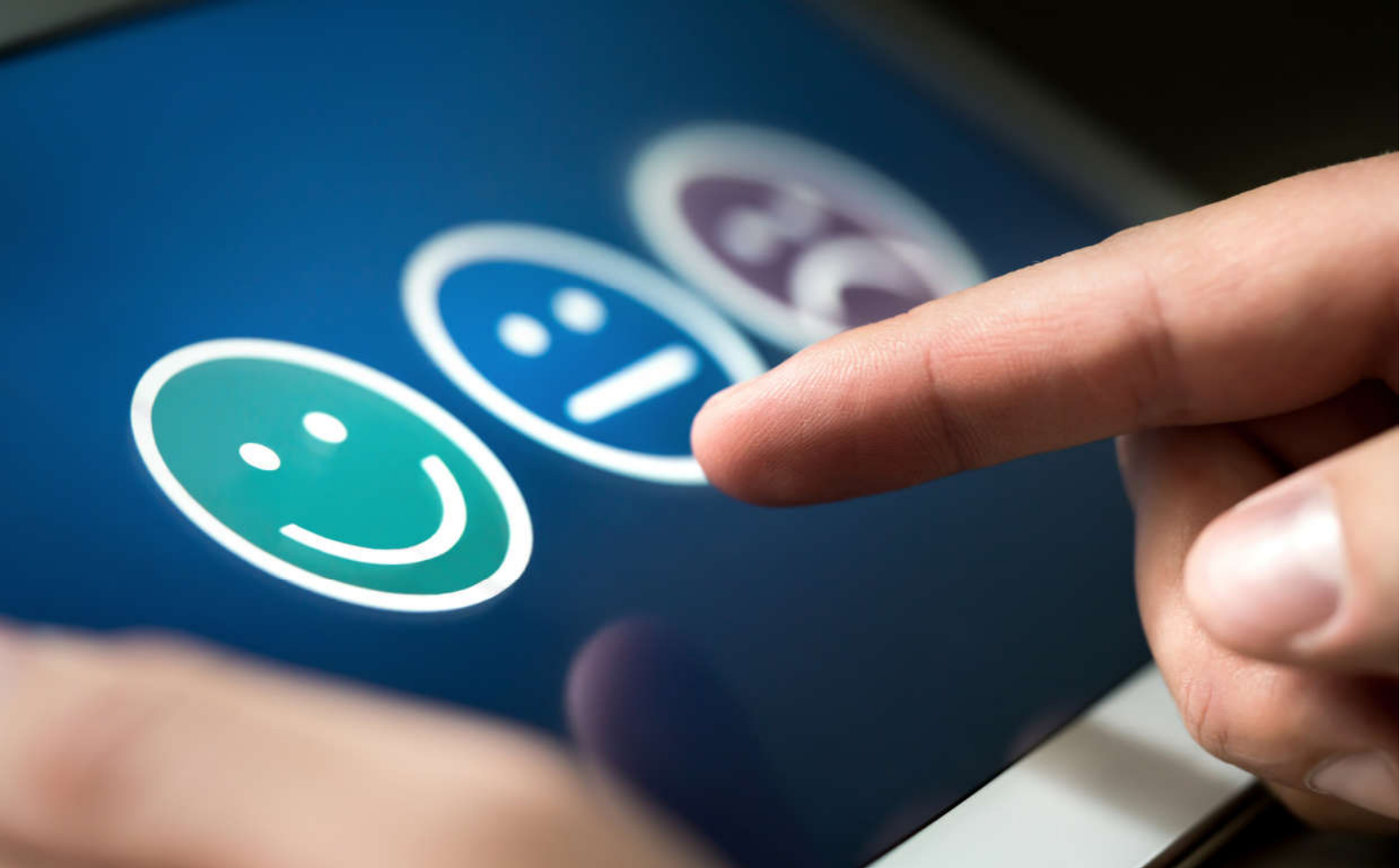
Please ensure you take all your belongings and items of furniture with you - we may charge you to remove any items you leave behind. If you take items belonging to the council with you, you will be charged, so please check your inventory. If you leave your property in a poor state or cleanliness or repair you will be charged, so please clean and tidy before you go.

Enjoy your stay

We hope you feel welcome here and that your temporary home gives you a sense of stability while you plan your next steps.

If something isn't right - whether it's a repair, a safety concern, a personal difficulty or a question about your housing options - please reach out. We're here to help you look after your home, stay safe, access support and move forward toward a more permanent place to live.

Your housing options officer is always happy to guide you - just reach out.



If you need this in another format, such as large print, please call speak to your housing officer.



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