

# SNG Customer Offer

We know this may be a significant moment for you, and moving home can feel like a big change.

This document sets out what you can expect from us as a SNG (Sovereign Network Group) customer, including the support, choices and financial help available to you every step of the way.

**Our Customer Offer aims to provide suitable rehousing options together with practical and financial support throughout the moving process**

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## Assessing your needs

We understand that everyone's situation is different, and what matters most is finding a home that works for you. We'll take the time to get to know your household, your needs, and what's important to you before any decisions are made.

- Support finding a suitable new home that meets your needs
- You'll have plenty of notice before any move
- You'll have a dedicated appointment to talk things through

If you or someone in your household needs adaptations, we'll arrange an assessment with a qualified professional, such as an Occupational Therapist.

We'll also make sure any essential adaptations are in place before you move.

**Every tenant will have a personal appointment to discuss their individual circumstances, needs and hopes for the future. We'll work together with you every step of the way.**

## Our offer for SNG customers

**This section tells you about the housing options, compensation and support we'll offer you as a SNG customer if you have an Assured or Fixed Term Tenancy. We'll offer you compensation and practical and financial help with moving.**

### Compensation

Some payments are set nationally by the government, while others are provided by SNG. We'll explain everything clearly, so you understand what applies to you.

### Home Loss payment

This is a payment to recognise that you're having to leave your home due to redevelopment.

- The amount is set by the government (currently £8,100)
- It is not decided by SNG
- It is paid after you've moved and returned your keys

**We'll talk this through with you so you're clear on how and when this is paid.**

### A few things to be aware of

There are a few important points to be aware of, and we'll always explain how these apply to your situation:

- You'll usually need to have lived in your home for at least one year at the point of your move
- The payment doesn't apply if your tenancy is temporary or with another landlord
- Any outstanding rent or charges may be deducted
- One payment is made per household
- Your tenancy agreement will be updated. We'll discuss what this means for you based on your individual circumstances.

**If you're unsure about any of these, we'll talk it through with you.**

## Disturbance Allowance

Alongside the Home Loss Payment, a Disturbance Allowance will be paid when you move.

There are two options depending on the home that you are moving to:

**Option 1:** If you're moving to an SNG new build home, the following will be provided for you:

- Floor coverings in all rooms (vinyl in kitchen and bathroom and carpet elsewhere)
- New energy-efficient white goods fitted
- £250 Disturbance Allowance to cover the cost of mail redirection, curtains and other expenses

**Option 2:** If you're not moving to a new SNG build home, you'll receive a disturbance allowance of between £1,000 to £3,000 per household based on the size of the property you are giving up as set out in the table below:

| Type of Property           | Disturbance Allowance |
|----------------------------|-----------------------|
| Bedsit or studio apartment | £1,000                |
| One-bedroom property       | £1,500                |
| Two-bedroom property       | £2,000                |
| Three-bedroom property     | £2,500                |
| Four bedrooms or larger    | £3,000                |

**In addition to this, we'll arrange and pay reasonable costs for removals, by a reputable company of our choice.**

## Your dedicated support

You won't go through this alone. You'll have a dedicated rehousing support officer supporting you throughout your journey.

They will:

- Get to know your situation
- Keep you updated
- Be there to answer questions

Our role is to guide you through each step and make sure you feel informed and supported in your decisions

We know this is a big change, and we're here to support you every step of the way.

This work is part of a longer-term commitment to improving homes, strengthening communities, and creating a place where people can thrive now and in the future.

If you have any questions or would like to talk things through, please get in touch with the team.

### Get in touch

**Email:** [yourmove.bsh@sng.org.uk](mailto:yourmove.bsh@sng.org.uk)

**Phone:** 0300 5000 926

**Website:** [shapingthefuture.commonplace.is/](http://shapingthefuture.commonplace.is/)

We're here to help, so please contact the team if you need advice or support.

**Please contact us if you would like a copy of this information in another language.**

#### Cantonese

若您想獲得其他版本語言資訊，請與我們聯絡。

#### Polish

Prosimy o kontakt, jeżeli chcieliby Państwo otrzymać kopię tych informacji w innym języku.

#### Portuguese

Por favor, contacte-nos se pretender uma cópia desta informação noutro idioma.

#### Somali

Fadlan nala soo xiriir haddii aad nuqul ka mid ah macluumaadkan ku rabto luqad kale.

#### Bengali

আপনি যদি অন্য একটি ভাষায় এই তথ্যের একটি কপি চান তাহলে অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন।

#### Arabic

أخرى بلغة المعلومات هذه من نسخة على الحصول في رغبتكم عند معنا التواصل يرجى.