



Home Office

UK Border Agency

Transition Team
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[Addressee name]
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{Postcode}

Tel 0191 3762802
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4th February 2011

Ref: [Insert reference]

Dear [Addressee name]

Change of Accommodation Provider in North East Region

I am writing to tell you that the responsibility for providing you with accommodation on behalf of the UK Border Agency is to be changed from **NECCAS** to **Jomast**.

Every effort will be made by UKBA to ensure that you can remain in your current accommodation. However, this may not be possible in all cases.

If you do have to move, then we will try to make sure that you remain within the same area as you currently live. You will not be moved outside your existing region. If you have specific accommodation requirements which have previously been agreed with the UK Border Agency, then these requirements will continue to be met at your new accommodation, and we will try to make sure that you remain close to any specialist support services that you need. If you have children in school, **Jomast** will do their best to ensure that your new accommodation is located within a reasonable distance of the school, so that your children can remain at there.

Should you be required to move, **Jomast** will contact you in advance with details of the move date and the address of your new accommodation. **Jomast** will aim to give you at least 14 days notice of the move date and they will assist you and your family with moving your possessions to your new accommodation. If you are told that you will have to move, you will be given further detailed information about the process.

You can contact the UK Border Agency at **0191 376 2802** and they will be able to assist you with any questions you may have.

Yours Sincerely

Wallace Wilson
Deputy Director & Local Immigration Team Manager
North East Region

Transition to new Accommodation Provider Questions and Answers Leaflet

1. Why do I have to move?

Responsibility for providing you with accommodation on behalf of the UK Border Agency is to be transferred from NECCAS to Jomast. Every effort will be made by UKBA to ensure that you can remain in your current accommodation. If this is not possible then unfortunately you will be required to move to alternative accommodation which will be of a similar standard to your current accommodation.

2. Where will I be moved to and what do I need to do?

Your new accommodation provider will give you all the information you need for the move. This will include the date and time of the move and the address of your new accommodation. You will be given as much notice as possible to give you time to get ready and in most cases you will not be required to move for at least two weeks after being notified.

3. When will the move take place?

At the moment, we cannot give you an exact date for any potential move. However, it will be sometime during the coming weeks. We are sorry that we cannot be more precise as your new accommodation provider may have a large number of people to move and may therefore have to phase the moves over a period of time.

4. Will I be required to move again in the future?

Your new accommodation arrangements are in accordance with our accommodation contracts, so it is possible that in the future it could be necessary for you to be moved to a new address. We aim to keep such moves to an absolute minimum.

5. Can I make my own arrangements for the move?

No. You and your belongings must be moved by the accommodation provider. You will be required to pack your own possessions ready for removal.

6. What belongings can I take with me if I have to move?

You will be allowed to take a reasonable amount of luggage. In general, this means two pieces of luggage per person as well as children's toys and other effects, baby care items, medical equipment, buggies and/or prams and disability aids required by you or any dependants. You should give your new housing provider Jomast as much information as you can about the amount of luggage you wish to take with you to help them arrange the removal. If you wish to take more than two pieces of luggage per person or if you have any large items, your new provider will have to agree to take the additional items. Jomast will be unable to move items without a fire safety label. Jomast has undertaken to move you and all your belongings and they will be in contact with you nearer the time to discuss this.

7. What do I do with the keys to the house that I am leaving?

Your existing provider will advise you on what to do with the keys.

8. How far will I be moved?

Your new accommodation provider will make every effort to keep you as close as possible to where you currently live.

9. What if I have special requirements or medical needs?

We will consider individual circumstances, particularly medical conditions and continuity of care when looking at moves and make every effort to ensure you remain close to the services you need.

10. What if I have children at school?

All attempts will be made to provide you with alternative accommodation close to your child's current school so that your child's schooling will not be affected.

11. What happens about my reporting arrangements?

If you are required to report to a Reporting Centre, or to a Police Station, you should continue to report in line with current instructions. If you are required to move to a different area you should contact the UK Border Agency about any changes to your reporting conditions.

12. What happens if I do not travel to the accommodation I am offered?

If you do not travel to your new accommodation you must contact us immediately by ringing the **UKBA Transition Team on 0191 376 2802** or by contacting the **North of England Refugee Service** advising why you cannot move so we can consider your reasons for not travelling. We urge you to make us or your new provider (Jomast) aware of any issues as soon as possible. Please note your support will be in doubt if you do not travel to your new accommodation.

13. What should I do if I am receiving treatment/medication from my doctor?

You should contact your current GP/Doctor's surgery and they will let you know if you can remain on their list or if you will have to register with a new surgery after your move. If you are receiving medication for a health condition, and are unable to remain with your GP/doctor, you will need to ensure that you have sufficient medical supplies so that you do not run out during your move, or before you have registered with a new GP/doctor. Should you need urgent medical care for a pre-existing condition, your accommodation provider will take you to register with the new GP/doctor surgery.

14. Whom do I need to notify if I need to move?

If you need to move you will need to notify the following (where relevant) of the date of your move and the new address:

- Doctor (General Practitioner) – if you register with a new doctor they will let your previous doctor know. If you are remaining registered with your existing doctor you will need to let them know your new address.
- Hospital – if you are receiving treatment or have an upcoming appointment.
- Midwife – if relevant.
- School/s – if relevant.
- Legal representative – e.g. solicitor if you have one.
- The Court – if you are in receipt of Section 4 support on the basis that you have a Judicial Review outstanding or an Out of Time appeal
- Police – if you are on police bail.

15. How will I find the shops etc?

Within a day of arriving at your new address, your accommodation provider will tell you, in a language you can understand, about your accommodation, and school/s (if required). You will also be given information to quickly help you to find your way around the area. This will include details about local services:

- Local shops.
- Voluntary sector services, and
- The local health service.

16. What shall I do if I have problems with my support?

For enquiries regarding support connected to your move please call the **UKBA Regional Office: – 0191 376 2802**.

17. What if I am not happy with the service offered by my accommodation provider?

When you arrive at your new address, your provider will explain their complaints procedure, in a language you can understand. You should normally use their complaints procedure first. If the matter is not resolved to your satisfaction you should refer the complaint to the Voluntary Sector's nearest One Stop Service.