

FORTH HOUSING ASSOCIATION LIMITED

DECANT POLICY

Governance:	Housing Management	
Code:	HM 06	
For Approval:	July 2022	
Review Date:	July 2025	
Cross Reference:	Insurance Claims Policy	M 06
	Repairs and Maintenance Policy	M 10
	Financial Procedures	Fin 02
	Compensation and Goodwill Payments Policy	Fin 07
	Allocations Policy	HM 03



This document can be made available in alternative languages or formats (such as large print, audio etc). Please contact staff as required.

FORTH HOUSING ASSOCIATION LIMITED

DECANT POLICY

1.0 Introduction

- 1.1 Forth recognises that occasions do arise when it has to decant an individual or groups of its tenants. Decants are usually necessary when a property requires major repairs work or needs to be refurbished or modernised.

2.0 Aims and Objectives

- To manage decants in an efficient and reasonable manner
- To ensure that the decant is customer focused
- To minimise tenants absence from their permanent home
- To cause the least possible disturbance to tenants who are required to decant
- To source suitable accommodation that meets the needs of the tenants household
- Attempt to ensure that accommodation is provided with similar adaptations where an individual has particular needs and their existing home has been specially adapted
- Assist tenants and their family in moving and arranging any move required by the work
- Minimise rent loss
- To provide tenants with good information and support

3.0 Responsibilities of Tenant Liaison Officers

- 3.1 When a decant is required the Property Services Officer and the Housing Services Officer will be the tenants main point of contact during the decant period.
- 3.2 The Property Services Officer will be responsible for assessing the works required and liaising with the Associations Insurance Loss Adjuster.
- 3.3 The Property Services Officer will advise the Housing Services Officer of the anticipated duration that a decant property is required.
- 3.4 The Housing Services Officer is responsible for assessing the tenants requirements, meeting the tenant, organising the move in conjunction with the tenant and the Property Services Officer.
- 3.5 The Property Services Officer will co-ordinate the remedial works and keep the tenant and the Housing Services Officer update on progress.

3.6 The Property Services Officer will take gas and electric meter readings at the start and the end of the decant period and provide the tenant with a copy of the readings taken.

4.0 Responsibilities of the Tenant

4.1 The tenant will liaise with the Property Services Officer and Housing Services Officer.

4.2 The tenant will remain responsible for the payment of rent, council tax and any other burdens relating to their permanent home during the period of decant.

4.3 The tenant is responsible for the temporary accommodation of their pets.

4.4 The tenant is responsible for the cost of reinstatement of their personal belongings, unless it is evidenced that the Association bears this responsibility.

4.5 The tenant is required to move back to their permanent home when the property becomes available for re-occupation.

4.6 The tenant will be required to vacate the decant accommodation provided within an agreed timescale. In the event that a tenant does not comply with this request, they will become liable for the cost of the additional decant accommodation costs.

5.0 Alternative accommodation

5.1 If a tenant is able or would prefer to stay with friends or relatives, the Housing Services Officer will arrange for the removal and storage of their belongings.

5.2 If alternative accommodation is required, the Housing Services Officer will source suitable accommodation, where possible from its own stock.

5.3 In the event that there are no suitable properties available, we will approach the local authority or other social landlords for assistance.

5.4 Where suitable accommodation is not available, the Association will, in emergency circumstances, source suitable bed and breakfast, hotel or other temporary lets for use in the short term until suitable accommodation does become available.

5.5 While the Association will try to accommodate the tenant in suitable accommodation, it is the tenants responsibility to find suitable temporary accommodation for their pets.

5.6 Under exceptional circumstances or where a tenant is already on the transfer list and meets the criteria for an offer of the Associations own property, we may consider the tenant for a permanent transfer to the decant property.

6.0 Expenses

- 6.1 We will make all the arrangements for removals and disconnections of appliances unless the tenant prefers to do so themselves. We will meet all associated costs with the removal e.g. van, storage costs, contractors.
- 6.2 If there are any other related costs incurred as a result of the decant and are deemed reasonable, they will be reimbursed subject to approval by the Head of Housing Services or other appropriate manager e.g. mail redirection, transport to/from place of education/employment, laundry services, floor coverings, cooking facilities, additional costs from boarding pets.
- 6.3 The Tenant will be given as much notice as possible when their home is available for re-occupation. We will meet all associated costs with the tenants reinstatement back into their home e.g. van, storage costs, contractors.
- 6.4 The Association will compensate the tenant for the use of gas and electric supply where it can be evidenced by the tenant that the consumption for the decant period was greater than their normal daily household usage.

7.0 Compensation

- 7.1 In certain circumstances where modernisation or improvements have taken place compensation may be due to the tenant(s), reference should be made to the Compensation & Goodwill Payments Policy.

8.0 Equality

- 8.1 All tenants will be treated equally, fairly and in an impartial manner.
- 8.2 The Association will enforce tenancy conditions in a firm but fair manner, to deliver tenants' rights and encourage tenants to meet their responsibilities.
- 8.3 The Association will make sure that everyone has equal access to the information and services we provide. This policy will be made available in different formats, large print, languages and braille as required to ensure that no individual or group of individuals are disadvantaged .

9.0 Complaints

- 9.1 Any tenant, customer or agency that is dissatisfied with the management of their case will be advised of our Complaints Policy and Procedure.

10.0 Policy Review

- 10.1 This policy will be reviewed every 3 years, or when required, to ensure that it meets current legislation and good practice guidance