



Care Housing Association

Decant Policy

1. Policy Statement

Care Housing Association aims to provide sustainable homes for our tenants. However, there may be occasions where our tenants are no longer able to live in their homes if it becomes uninhabitable. This may happen in the event of fire, flood, other environmental damage; or if there is a need to carry out a major repair which means the property has to be vacated.

When a tenant is moved from their permanent home into alternative accommodation, this is known as a decant. A decant may be necessary because of an emergency such as fire or flood damage or because planned major works mean that the property is uninhabitable. This policy sets out our commitment to providing a customer-focused and effective approach to decanting tenants.

2. Policy

2.1 Where necessary repair or improvement work has been identified, we will assess the works required and decide whether minor works or major works, or more permanent measures such as disposal or demolition are necessary.

2.2 Where works cannot be completed with the tenant continuing to occupy the property, we will arrange alternative accommodation.

2.3 Tenants will be involved from the outset of the decant process. We will identify the needs of the household and do everything we can to provide the most suitable accommodation.

2.4 We recognise that moving can be stressful or upsetting for tenants. We are committed to making the move as easy as possible, we will keep tenants informed on the progress of the works in their home.

Decant Principles

2.5 The following points should be made clear to the tenant:

- the move is temporary and only lasts as long as it takes to do the work to the property
- the tenant at all times remains a tenant of their original home
- all extra costs as a result of the decant will be covered by Care Housing Association
- we will usually only make one offer of accommodation that meets the tenants needs
- the temporary home is let to the tenant on a License to Occupy.
- the move does not affect any outstanding transfer request

OR

the move is permanent owing to the need to re-develop the property or the area where the property is located; or where the registered provider is able to offer a permanent decant.

Permanent Decants

2.6 In some situations, where major redevelopment work is being undertaken, a property may be demolished or significantly altered. Where this is the case, the tenants would be permanently decanted. This would result in a new letting.

2.7 A permanent decant may also be offered where repairs or improvement work is likely to take a long period of time. This will help the tenant as they will not have to move more than once, and can be more cost effective than a temporary decant.

2.8 We will provide suitable alternative accommodation for a permanent move and work with the tenant to meet their requirements and preferences.

2.9 If a temporary decant was planned, but the tenant wishes to remain in the decant property, Care Housing Association will not unreasonably refuse the request.

Costs

2.10 Care Housing Association will arrange for additional costs associated with the decant to be covered. This may include any additional accommodation costs, removal costs, disturbance payments to cover the costs of moving, and other reasonable costs associated with the decant. Reasonable costs include, but are not limited to: expenses incurred because of not having facilities such as a kitchen or laundry facilities or extra travel costs. The tenant will not incur a loss as a result of needing to be moved.

2.11 Where a tenant is decanted into a property equivalent to their permanent home, they will continue to pay their usual rent amount. Care Housing Association will cover any rent difference. Where the property is smaller, we will reimburse the tenant for the loss of facilities incurred, usually by arranging a rent reduction.

2.12 Where the decant is as a result of planned work or re-development, the cost of decanting tenants should be covered by the works budget.

2.13 Where the decant is as a result of an unexpected event, covering the cost of the decant and the repair works will be negotiated with our insurers.

3. Assessing the Decant Needs

The person with housing management responsibility will have a discussion with the decant household to assess their needs. This will include:

- Vulnerabilities, e.g. disability
- Proximity to support network
- Does the physical configuration of the property allow the tenant to maintain their level of independence?

- Financial impact on the tenant
- Any other factors raised by the tenant
- Decant options must be discussed with the partner agent as per the housing management agreement (if applicable)

If the need for the tenant to be decanted has arisen due to intentional tenant damage, Care reserves the right to refuse to decant the tenant or cover any costs associated with the tenant having to source alternative temporary accommodation.

4. Decant Accommodation Options

4.1 The decision should be based on the most appropriate option for the tenant's needs and best value for money for the organisation. Wherever possible, we will match the facilities that the tenant has in their permanent home.

Up to 4 weeks

4.2 Where the decant is likely to take up to 4 weeks the options include:

- staying with family and friends
- local authority accommodation
- staying in B&B or hotel accommodation – Care Housing Association will arrange and pay for the household to be decanted to hotel or B&B accommodation.

More than 4 weeks

4.3 Where the decant is anticipated to take more than 4 weeks, options include:

- staying with family and friends
- temporary or permanent decant to an alternative Care Housing Association property or local authority accommodation
- temporary decant to a private-let property.

Review Date - January 2019

Next Review Due – January 2022