TEMPORARY MOVE POLICY

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Business Information provided by Gloucester City Homes

DECANT POLICY

DOCUMENTATION MASTER SHEET

Amendments to this Document are Detailed Below.

Version Number	Date Amended	Comments	Date Approved	Author	Approved By
01	06/12/2012	First draft		IH/BH	
02	23/09/2013	Reviewed and updated	23/09/2013	BH	
03	27/02/2017	Policy reviewed and amended for Tenant Panel consideration	09/03/17	JI/JH	Tenant Panel
04	13/11/18	Minor amendment - Increase in Home Loss payment from October 2018	13/11/18 2018	JH	JH
05	November 2023	Reviewed & updated	19/12/2023	NB	SLT
06	August 2026	Terminology updated from decant to temporary move	August 2026	NB	Director of Housing Operations
07					
08					
09					
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DECANT POLICY

OVERALL AIM/INTRODUCTION

GCH's mission is to work with our customers to provide excellent services and decent homes in successful communities.

The overall aim of this policy is to set out how we will work with customers to assist them to move to suitable alternative accommodation, either temporarily or permanently, as a result of regeneration, redevelopment or significant works to their home.

SCOPE OF POLICY

This policy covers customers who have an assured or starter tenancy in GCH's general needs and Independent Living Accommodation.

LEGAL AND REGULATORY EXPECTATIONS

The main pieces of legislation or regulation which underpin this policy are:

- Tenancy Agreement
- Housing Act 1985
- Housing Act 1988
- The Home Loss Payment (Prescribed Amounts) (England) Regulations
- Land Compensation Act 1973
- Planning & Compensation Act 1991
- Equality Act 2010

SERVICE STANDARDS

GCH acknowledges that moving home is a stressful experience. We will ensure that we will make all reasonable efforts to support the customers housing needs, taking into account existing care and support needs, work and family network and other individual factors.

EMERGENCY MOVES

There may be occasions when an emergency happens that means that customers have to leave their home, for example in the event of a fire or flood.

GCH will:

- Support the customer in making an application to the Local Authority's Homeless Team for temporary accommodation. The local authority has a duty under Part VII of the

Housing Act 1996, as amended by the Homelessness Act 2002 to provide temporary accommodation.
- Establish whether customers can stay with relatives or friends
- Establish whether customers have insurance which would provide emergency accommodation, advice and assistance
- If the Local Authority are unable to assist we will arrange emergency accommodation
- Provide information on any allowances that GCH may provide for food, travel costs etc.

TEMPORARY MOVES

There are some occasions where there are repairs needed to the property that cannot be completed while the customer is living in the property. In these cases, where deemed necessary we will arrange for the customer to move temporarily into another GCH property whilst the works are completed. They will then return upon completion of the works.

A temporary move will only be considered where:

- Service or utility failure that cannot be rectified within 24 hours
- Where kitchen or single bathroom is uninhabitable for more than 24 hours or where 2 habitable rooms are unusable
- Where there is a serious Hazard that affects the whole property, cannot be contained and is not rectifable within 24 hours

The move will only last as long as it takes to complete the repairs and the customer remains the tenant of their orginial home at all times.

The temporary home will be let on a licence and the customer has no right to remain in the temproary property once the works have been completed and the licence is ended.

A permanent move may be considered if the works are likely to be extensive and take over 4 weeks

If the customer wishes to remain permanently in the temporary accommodation, GCH may approve such a request. The move would need to be in accordance with GCH's Lettings Policy and any relevant nomination agreements.

GCH will provide financial assistance to cover things like removal costs and associated reasonable expenses.

Storage of furniture or possessions will usually remain at the substantive home whilst works are carried out but when there is a need to remove and store possessions we will use a 3rd party removal and/or storage company to carry out this work.

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PERMANENT MOVES

A permanent move may be necessary where it is planned to dispose of, demolish, or redevelop the property; or to remodel the whole block or estate.

GCH will arrange for the customer to move permenantly, usually into another GCH property.

In addition to financial assistance to move, customers are entitled to a home loss payment. Home loss is a fixed sum, set by the Government, to compensate for the permanent loss of their home where the customer cannot return to their original home.

This payment is made once the customer has moved to their new home. Any outstanding debts owed to GCH will be deducted from this payment.

CONSULTATION

Homes & Neighbourhood Team, Income & Sustainment, Property Care, Customer Experience and Asset Teams have all be consulted.

APPEALS

Where a customer is not satisfied with our decision in regard to a suitable temporary property, they can lodge an appeal in writing within one week of the decision and request a review. The appeal will be considered by a Manager not involved in making the original decision. Empty properties will not be held for potential move pending the outcome of the appeal process.

Any customer who is not satisfied with any actions or decisions made under this policy will be deal with under our Customer Complaints Policy.

REVIEW

This policy will normally be reviewed triennially to ensure that it reminds fit for purpose, unless an earlier review is required due to regulatoy, statutory or other requirements.