



Alternative Temporary Accommodation (Decants) Policy

SER-POL-03

Version 1

Date approved: 23 March 2009

Approved by: Board

1. Objectives

- 1.1 The objectives of this policy are to ensure that Southway tenants:
- (a) Are efficiently offered temporary accommodation of their choice whilst major structural repairs are undertaken within their homes.
 - (b) Have a single point of contact throughout the decant process and are informed from the outset of the decant arrangements with regard to:
 - The nature of the work that necessitates a decant, and
 - The process stages and timescales.

2. General Principles

- 2.1 The tenant will be expected to sign a 'decant licence' that they agree to temporarily move from their original home to another (decant) property, provided by the Trust.
- 2.2 The licence will provide the tenant with legal permission to occupy the property for the period of the decant.
- 2.3 For the period of the decant the tenant will retain security of tenure at their original home as an assured tenant or an assured shorthold (starter) tenant, as the case may be.
- 2.4 The tenant will continue to be responsible for payment of rent for his or her original home.

3. Provision of Alternative Temporary Accommodation

- 3.1 Upon being advised that major works are required the Neighbourhood Services Team will arrange to visit the current tenant(s) of the affected property to discuss the works to be undertaken to their home and agree the details of alternative temporary accommodation.
- 3.2 The Trust will provide a property of a similar size as the tenant's current accommodation, in an area of their choice whenever possible, and provide an opportunity to view the property both internally and externally.
- 3.3 The proposed property will have had a technical inspection to ensure:
- (a) All Health and Safety issues are addressed.

- (b) The condition of the property is brought up to the Trust's published empty homes standard.
- (c) All rooms have the wallpaper removed (where required) and are emulsion painted.
- (d) All rooms, except kitchen and bathroom, receive an economy cord type carpet.
- (e) Kitchens and bathrooms will receive a vinyl sheet flooring.
- (f) Where possible colours of floor coverings will be chosen by the tenant.

4. Arranging the Move

- 4.1 Once a property has been agreed upon both parties shall meet at a mutually convenient time and place to formally agree and sign acceptance of the terms and conditions of the decant licence.
- 4.2 At this meeting a formal date for occupation of the alternative accommodation will be arranged to ensure the tenant can arrange;
 - Redirection of mail
 - Disconnection and reconnection of TV or satellite aerials
 - Disconnection and reconnection of telephone
 - Provision of gas and electric utility services.
- 4.3 The Trust will arrange for:
 - The disconnection and re-connection of the tenant's cooker and washing machine.
 - The tenant's furniture and belongings to be moved to the decant accommodation. If necessary the Trust will arrange for the storage of any furniture the tenant is unable to take to their temporary accommodation.
- 4.4 All costs incurred by our tenant relating to 4.2 and 4.3 above will be reimbursed by the Trust. This includes any standing charges relating to their current home.

5. Remedial Structural Works

- 5.1 Prior to commencement of the works the Trust will provide summary details of the works to be undertaken including all necessary timescales.
- 5.2 The Trust will arrange for any planned internal improvement programme work to be undertaken at the same time.
- 5.3 The Trust will arrange for all garden areas to be suitably maintained during the period of the works.
- 5.4 All rooms affected by the works will be redecorated by the Trust.
- 5.5 The Trust will arrange for all carpets left insitu during the works to be professionally cleaned or relayed if taken up and stored.

6. Returning to their Home

- 6.1 Provided that the tenant has a clear rent account and has maintained a positive residence history, both at their previous tenancy and at the decant address, they will be offered the choice to remain permanently at the decant property. If they choose to remain they will be signed up for a new tenancy accordingly.
- 6.2 If the tenant does not meet the above criteria or wishes to move back to their home on completion of the works, both parties will meet at a mutually convenient time to formally agree a date of return to their home.
- 6.3 From the agreed date of return to their home the tenant can arrange:
 - Redirection of mail
 - Disconnection and reconnection of TV or satellite aerials
 - Disconnection and reconnection of telephone
 - Provision of gas and electric utility services
- 6.4 The Trust will arrange for:
 - The disconnection and re-connection of the tenant's cooker and washing machine
 - The tenant's furniture and belongings to be moved back to their home including any previously kept in storage

- All costs incurred by the tenant relating to 6.3 and 6.4 above will be reimbursed by the Trust.

6.5 The Trust will inspect the decant property prior to the tenant's return to their home. Any damage caused at the decant property will be recharged.

7. Other Decant Situations

7.1 The requirement to decant a tenant can also arise for reasons other than the need to complete structural repairs to their home. An example would be following a serious fire damage. In such situations the same policy as above would apply.

8. Related Policy Documents

- Customer Care Policy and Standards
- Single Equality Scheme
- Customer Complaints and Compliments Policy
- Compensation Policy
- Repairs Policy
- Voids Policy

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