Moving and Disturbance Policy

Policy Owner	Paul Seymour, Executive Director of Tenants & Communities
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This policy can be provided in a different format, translated, large print, easy read, braille, or an audio copy, by contacting us by phone on: 0161 448 4200 or 0300 111 0000.	

Contents

1. What this policy is for 3
2. Who this policy applies to 3
3. Regulation and Legal Requirements 3
4. Our approach 4
5. What we will do 5
6. Homeloss and disturbance payments 8
7. Complaints 11
8. Equality, Diversity and Inclusion 11
9. Who is responsible 11
10. Monitoring and Reporting 12
11. Data protection 12
12. Glossary 12

1. What this policy is for

1.1 This policy explains how Southway Wythenshawe Homes will permanently rehouse tenants who cannot stay in their homes. It provides clear guidance and explains how we will work in line with Manchester City Council and other relevant local authority's policies.

1.2 The policy brings together:

- All relevant policy details on the rehousing process and the support offered to tenants when permanent rehousing is required.
- Clarity on the compensation package that will be provided including Homeloss and Disturbance payments.

2. Who this policy applies to

2.1 The policy provides guidance and clarity for tenants, colleagues and other stakeholders.

3. Regulation and Legal Requirements

3.1 This policy supports compliance with the following regulations and legal requirements:

- Regulator for Social Housing's Regulatory Framework for Social Housing in England – Tenancy Standard
- The Housing Act 1985
- The Housing Act 1988
- Planning and Compensation Act 1991
- Homeloss Payment (Prescribed Amount) (England) Regulations 2023
- Land and Compensation Act 1973
- Data Protection Act 2018

4. Our approach

4.1 This policy is required to set a consistent approach to the permanent rehousing of Southway Wythenshawe Homes tenants. Separate guidance will be provided for any leaseholders affected by a proposal.

4.2 Southway Wythenshawe Homes aims to:

- Treat all tenants with respect and always be transparent in our approach;
- Permanently rehouse tenants only where this is a necessity owing to one of the circumstances described in 4.3 below.
- Minimise disruption to tenants through support and effective two-way communication;
- Ensure that tenants are offered suitable alternative accommodation that meets their needs, where they are unable to remain in their home.

4.3 Permanent rehousing may be needed in the following circumstances:

Circumstance requiring permanent rehousing
The home is in a major redevelopment area and Southway Wythenshawe Homes needs possession of the home to either redevelop or demolish it;
The home requires substantial modification (e.g. three small properties may be remodelled to make two larger properties);
Where it is not financially viable to upgrade the home, or the block it is within, to meet the necessary quality and building standards;
The home cannot be refurbished to a standard that meets the minimum energy efficiency or zero carbon standards;
The home forms part of a building that is undergoing a change of use;
The home is to be disposed of.

4.4 This policy applies where Southway Wythenshawe Homes serves an Initial Demolition Notice. Tenants will receive extra guidance and consultation,

and there will be restrictions on Right to Buy and Right to Acquire while the notice is in place.

4.5 From time to time, it may be necessary to move tenants from their current home on a temporary basis. Temporary moving (also known as 'decanting' – see *Glossary*) may be arranged for a number of reasons, such as:

Reason for temporary moving
A building is unsafe or hazardous
Work is required that may be harmful to occupants e.g. chemical work or large-scale removal of asbestos
Gas/ electricity/ or water will not be available for a prolonged period of time
The home is due for large-scale improvements or major repairs.

4.6 Temporary moving is outside the scope of the Moving and Disturbance Policy and is covered by the Tenancy Management Policy and the Allocations Policy.

5. What we will do

5.1 We will engage with tenants at an early stage and involve tenants in decision making that affects the future of their homes. We will explain why rehousing is needed and will provide clear information on the next steps and support that Southway Wythenshawe Homes will provide throughout the process.

5.2 When we require tenants to move we will:

Take a person-centred approach
Consult the tenant affected (and their relatives or advocates, if appropriate) at the earliest opportunity. We will explain the process (including the support available); identify, consider and respond to tenants' views, concerns and needs.
For substantial rehousing programmes, we will develop an action plan and keep individual tenants; the relevant local authority; recognised resident associations;

local resident panels; and involved residents in the local area updated on our progress.
Ensure that all internal teams are kept informed where rehousing programmes impact individual tenants.
Discuss how we will identify and offer potential alternative properties.
Clarify whether the tenant has the option to return to a new home on the same site.
Highlight where rehousing to a different or new home may result in tenants paying a higher rent and/or service charge.
Identify a named colleague who will be key point of contact in relation to the rehousing; and who will be responsible for making sure that the move goes as smoothly as possible.
Treat each move individually, recognising, respecting and responding to tenants' different needs, circumstances and requirements. A support plan and needs assessment will be prepared for each tenant, considering any protected characteristics and additional needs, for more information please see our Help to Access our Services Policy.

5.3 Southway Wythenshawe Homes will consider each tenant's preferred area and type of home where possible. If a tenant wants to move to an area where Southway Wythenshawe Homes does not have a suitable home, or to an area outside the local authority's choice-based lettings scheme, we will contact other housing providers and the relevant Local Authority housing team to see if they can help. We cannot guarantee this will be successful. If we cannot find a suitable option, we will work with the tenant to find the fairest solution.

5.4 Southway Wythenshawe Homes will do everything it can to ensure that suitable offers of alternative accommodation are made to tenants based on their needs, available suitable homes, affordability, and the relevant allocation policies.

5.5 When being rehoused to another Southway Wythenshawe Homes property, tenants will surrender their original tenancy and sign a new agreement for the property they move to. Tenants will, in most situations, have the same security of tenure and rights they had with their previous tenancy. This may not be the case if tenants choose to move from a general rented home into older persons specialist accommodation such as an extra care scheme. Tenants will be informed fully in advance of any differences between their existing and proposed tenancy rights and terms.

5.6 We will tell tenants in advance about any rent or service charge changes.

5.7 Tenants will be supported to register with Manchester Move, the City Council's allocation scheme, or other relevant Local Authority choice based letting systems. This support can include helping you to upload your information and working with you to identify suitable properties. This will ensure the appropriate priority is awarded and enables tenants to have choice with other Providers.

5.8 Where a tenant is considering moving to older persons/age friendly accommodation there may be a separate referrals process. If a tenant wishes to move to a Southway Wythenshawe Homes Extra Care scheme there is a separate Extra Care Sales & Allocations Policy which will help tenants to understand the policy and process. Southway Wythenshawe Homes will provide guidance and support to tenants rehousing and seeking specialist and extra care accommodation.

5.9 Where a tenant has particular needs, and their existing home has been specially adapted, Southway Wythenshawe Homes will work with them to identify a suitable home that meets their needs. If this is not possible, Southway Wythenshawe Homes will arrange to move adaptions to a suitable alternative home or will work with the local authority to fit similar adaptations in a new home.

5.10 Southway Wythenshawe Homes will advise tenants at the outset of the rehousing process of the action that may be taken if the tenant refuses to be relocated when a 'reasonable offer' has been made (see Glossary for definition). The first option will always be to agree to a voluntary move with tenants, and to work with tenants to find a suitable alternative home in their preferred areas.

5.11 Southway Wythenshawe Homes will make at least two suitable offers, although the total number of offers is at Southway Wythenshawe Homes's discretion. If a tenant refuses an offer, we will discuss their reasons, explain why we believe the home is suitable, and identify any support that may help.

5.12 Should Southway Wythenshawe Homes, after working with tenants as outlined above, need to pursue legal action, including applying to court for possession then Southway Wythenshawe Homes would ensure that suitable alternative accommodation was available by making a direct allocation, and the household would be entitled to one offer only.

6. Homeloss and disturbance payments

6.1 Southway Wythenshawe Homes will clarify at the outset of the rehousing process the financial package available, which may include Disturbance payments in addition to the Statutory Home Loss payment.

6.2 **Statutory Home Loss Payments**: Home Loss compensation is intended to compensate tenants for the distress and inconvenience of being required to move. The payment will be made at the current statutory amount and is a statutory entitlement where the tenant has been residing at the property for a minimum of one year.

6.3 **Discretionary payments:** Southway Wythenshawe Homes may consider offering a discretionary home loss payment where a tenant has lived at their home for less than one year and does not qualify for Statutory Home Loss compensation. In particular, Southway Wythenshawe Homes will offer the

home loss payment to all tenants who are living in a property at the point that a Board decision is made requiring the tenant to move.

6.4 Home loss payments under both 6.2 and 6.3 above will be made in accordance with current legislation. A home loss payment is payable in respect of the dwelling. Where more than one person qualifies for a home loss payment in respect of the same dwelling, the amount payable is to be the total home loss payment divided by the number of qualifying persons. Payment will be made promptly, after the move has taken place, and within 3 months of receiving the claim.

6.5 If a tenant has rent arrears or other outstanding debts or recharges, the outstanding balance will be deducted from the Home Loss payment. Exceptions may be considered at Southway Wythenshawe Homes's discretion based upon individual circumstances.

6.6 **Disturbance Payments:** Under the Land and Compensation Act 1973, tenants will be eligible for Disturbance Payments for the reasonable costs of moving. Southway Wythenshawe Homes will provide the following services where needed:

Service	**What this covers**
Removal Expenses	Southway Wythenshawe Homes may elect to use a Southway Wythenshawe Homes contractor or offer a choice of approved companies.
Disconnection and Reconnection of Utilities	Services associated with the move and covered under Disturbance Payments will be arranged including phones, Sky or other subscription-based services, and any community support alarms. Any costs associated with transferring these services to the new home will be paid by Southway Wythenshawe Homes directly to the relevant supplier. The tenant will continue to be responsible for the usual cost of their subscriptions.

Installation of disability adaptations	Where a tenant's existing home has been specially adapted, Southway Wythenshawe Homes will work with them to identify a suitable home that meets their needs. If this is not possible, Southway Wythenshawe Homes will arrange to move adaptions to a suitable alternative home or will work with the local authority to fit similar adaptations in a new home.
Other reasonable moving expenses	Disturbance payment will be made to cover other reasonable moving expenses. Tenants will be provided with clear guidance on what expenses Southway Wythenshawe Homes will contribute to, and the costs that tenants will be responsible for.

6.7 Southway Wythenshawe Homes may consider goodwill payments to tenants who have previously made approved, non-cosmetic improvements to their properties, taking into account the nature and age of the improvements.

6.8 Southway Wythenshawe Homes will require receipts or invoices as proof of expenditure for all disturbance payments.

6.9 Southway Wythenshawe Homes will also offer support with packing and unpacking, contacting utility companies, redirecting post and updating addresses.

6.10 Whatever the reason for the tenancy ending, tenants are obliged to leave the property and garden areas in a clean and tidy condition as explained in the tenancy agreement. This includes leaving the property clear of all their belongings including external sheds, gardens and common areas. Any exceptions must be mutually agreed prior to the tenancy termination date to avoid possible recharges. Southway Wythenshawe Homes reserves the right to deduct recharges from disturbance payments.

7. Complaints

7.1 If a tenant is unhappy with how this policy has been applied, or with Southway Wythenshawe Homes's administrative processes, they can complain under Southway Wythenshawe Homes's Complaints Policy. A copy is available on our website and on request.

8. Equality, Diversity and Inclusion

8.1 An Equality Impact Assessment (EIA) was completed on 6 August 2026 The actions from this are to:

- Continue to test the policy through tenant engagement and learning from individual schemes.
- Make sure individual assessments are completed and kept on file.
- Provide tenant-friendly guidance in accessible formats.
- Review lessons from complaints, disputes, rehousing outcomes and equality data.
- Use this learning to inform future updates to the policy.

9. Who is responsible

9.1 The people responsible for overseeing this policy are listed below

Role / group	Responsibility
The Southway Wythenshawe Homes Board	is responsible for setting and approving the priorities of this policy and its delivery.
The Customer Experience Committee	is responsible for formally approving this policy following each full review, and any interim updates.
The Leadership Team	is responsible for monitoring performance against this policy.

The Executive Director of Tenants & Communities	is responsible for implementing this policy, ensuring compliance, and making sure relevant staff are trained.

10. Monitoring and Reporting

10.1 During periods when this policy is in active use, the Customer Experience Committee will receive updates annually on how the policy is being delivered.

10.2 This policy will be reviewed by our Customer Experience Committee every three years.

11. Data protection

11.1 Any personal data collected under the Moving and Disturbance Policy will be treated with respect and used in line with the data protection laws - the UK General Data Protection Regulation (UK GDPR) and Data Protection Act (DPA) 2018. For further information on how we handle your personal data, and how you can exercise your information rights, please visit our Privacy notice on the website.

12. Glossary

Carer	A carer may be a close adult relative living with the applicant who provides care to the applicant; or a carer (non-relative) that needs to live with the applicant to provide overnight support.
Choice based letting System	This is the system used by many local authorities for allocating homes to applicants on the housing waiting list. Under a choice-based lettings scheme an applicant can bid for properties that they are interested in. Generally, accommodation is offered to the bidder who has the highest priority under the

	allocation scheme and matches the lettings criteria for that property. Local authorities may attach criteria that restrict bidding for particular accommodation, such as adapted properties.
Decant or decanting	A decant is housing sector language for when a tenant is assisted by Southway Wythenshawe Homes to move out of their current home to alternative accommodation on a temporary or permanent basis. Southway Wythenshawe Homes prefers to use the terms rehousing and moving.
Initial Demolition Notice or IDN	An initial demolition notice (IDN) is a legal notice informing you that we are planning to demolish your home. If you live in an area or scheme directly affected by demolition proposals that have Board approval, then you will receive a formal IDN from Southway Wythenshawe Homes together with guidance and support. It's important to note, however, that an IDN does not necessarily mean that the plans are fixed – the IDN is designed to give tenants and leaseholders early notice of plans. It also acts to suspend any tenants' Right to Buy applications. An IDN can last for up to seven years. Before potential demolition can occur, any proposals would need to secure planning permission.
Reasonable Offer	This means "suitable alternative accommodation" as defined in Part III of the Housing Act 1988 being either a certificate from the local authority that it will provide alternative accommodation or accommodation that meets the requires of that legislation