Decant (Temporary Moves) Policy

Policy Owner	Executive Director Customers and Communities
Approval Level	Southway Wythenshawe Homes Board
Resident Input	Customer Experience Committee / Service Improvement Groups / Resident Scrutiny Group / Joint Residents Group
Policy Review Due	November 2029
EIA Date	August 2026
Linked strategies/policies	Repairs Policy, Tenancy Policy, Allocations Policies, Domestic Abuse Policy, ASB Policy, Safeguarding Policy, Compensation Policy, Complaints Policy, Moving and Disturbance Policy
Version	1
Date of Approval	November 2026

Contents

1. What this policy is for 3
2. Who this policy applies to 3
3. Regulation and Legal Requirements 4
4. What we will do 5
Decant Principles 5
Assessing Housing Needs 5
Temporary Accommodation 6
Support During a Decant 6
Financial Support 6
Returning Home 7
Appeals and Reviews 7
5. Equality, Diversity and Inclusion 7
6. Who is responsible 8
7. Monitoring and Reporting 8
8. Glossary 9

1. What this policy is for

1.1 This policy explains Southway Wythenshawe Homes's approach to providing a decant, which is a temporary move from a customer's home to alternative accommodation. This can happen where customers are unable to remain in their home because of repairs, major works, emergencies or other circumstances that make the property unsuitable for occupation.

1.2 This policy covers temporary moves where the customer is expected to return to their home. Where demolition or reconstruction means that a customer cannot return to their home, the move will be managed as an exceptional permanent move and is outside the scope of this policy. Any compensation relating to such a move will be considered in line with the Compensation Policy.

1.3 We recognise that temporary moves can be disruptive and stressful. We will seek to minimise disruption, support customers throughout the process and return households to their home as quickly as possible where this remains appropriate.

1.4 Through this policy we will:

- Provide a decant where it is reasonable and necessary to do so.
- Ensure a fair and consistent approach to decants.
- Take account of household circumstances, vulnerabilities and individual needs.
- Minimise the impact of temporary moves on customers.
- Meet our legal and regulatory responsibilities.

2. Who this policy applies to

Customers	Description
Customers	Customers who hold a tenancy with Southway Wythenshawe Homes.
Household Members	Members of their household who normally reside with them.

Employees	Employees responsible for managing repairs and maintenance, planned works and decants.

3. Regulation and Legal Requirements

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

- Social Housing (Regulation) Act 2023
- Housing Health and Safety Rating System (HHSRS)
- Landlord and Tenant Act 1985
- Homes (Fitness for Human Habitation) Act 2018
- Housing Act 1985
- Housing Act 1988
- Housing Act 1996
- Human Rights Act 1998
- Equality Act 2010
- Regulator of Social Housing Consumer Standards

3.2 We will comply with the requirements introduced through the Social Housing (Regulation) Act 2023, including those commonly referred to as Awaab's Law. Where prescribed hazards, damp and mould, or other serious health and safety risks make a property unsafe or unsuitable for occupation, we will consider whether a decant is required whilst remedial action is undertaken.

3.3 We may provide a decant where a property contains Category 1 hazards, serious damp and mould, or other conditions that present a significant risk to the health, safety or wellbeing of occupants.

4. What we will do

Decant Principles

4.1 We will only decant customers where it is necessary to do so and will seek to minimise disruption by providing clear communication, timely decision making and support throughout the process.

4.2 We may provide a decant where:

- A property is unsafe or uninhabitable.
- Major repair, improvement or compliance works cannot be completed whilst occupied.
- A fire, flood or other emergency has occurred.
- There is another significant health and safety risk.
- A decant is required because of other exceptional circumstances.

4.3 We will always consider whether alternative solutions can be implemented to allow customers to remain safely in their home before arranging a temporary move.

Assessing Housing Needs

4.4 Before arranging a decant, we will assess the needs of the household and consider:

- Household composition.
- Disability, age and health considerations.
- Adaptation requirements.
- Caring responsibilities.
- Education and employment requirements.
- Pets and other relevant needs.
- Safeguarding and care and support needs.

4.5 We will seek to provide accommodation that is suitable for the household's circumstances and as close as reasonably practicable to the customer's home unless it is unsafe to do so.

Temporary Accommodation

4.6 A decant may include:

- Hotel accommodation.
- Decant properties.
- Empty properties within Southway Wythenshawe Homes stock.
- Specialist accommodation where required to meet customer needs.
- Other accommodation considered suitable for the circumstances.

4.7 Customers who are decanted will retain the security of tenure, rights and responsibilities associated with their permanent home whilst the temporary arrangement remains in place unless otherwise agreed in writing.

4.8 Customers will continue to pay for their main tenancy, including the rent, with Southway Wythenshawe Homes covering the costs of the temporary accommodation.

4.9 Customers are expected to comply with the conditions of any a decant provided and may be responsible for damage caused by them or members of their household.

Support During a Decant

4.10 We will provide clear communication throughout the decant process and keep customers informed about progress and expected timescales.

4.11 We will seek to minimise disruption by providing practical assistance and reasonable support where appropriate. This may include support with moving arrangements and access to relevant financial assistance.

Financial Support

4.12 Southway Wythenshawe Homes may provide financial assistance to support customers during a temporary move where this is reasonable and directly related to the circumstances requiring the a decant. This may include assistance with moving costs, storage, travel or other necessary expenses.

4.13 Any financial assistance will be considered on an individual basis and will be subject to available budgets, supporting evidence where required, and any limits or caps set out within Southway Wythenshawe Homes procedures.

4.14 Southway Wythenshawe Homes will only reimburse costs that are considered reasonable, necessary and proportionate in the circumstances. Full details of eligible costs, approval arrangements and any financial limits will be set out within supporting procedures.

Returning Home

4.15 A decant is intended to be a short-term arrangement.

4.16 We will normally expect customers to return to their permanent home once the property is safe and suitable to occupy, or when the circumstances requiring the decant have been resolved.

4.17 In exceptional circumstances, where a return home is not possible or appropriate, alternative housing options may be considered in line with Southway Wythenshawe Homes policies.

Appeals and Reviews

4.18 Customers may request a review of decisions made under this policy. Complaints will be managed in line with Complaint Policy.

5. Equality, Diversity and Inclusion

5.1 An Equality Impact Assessment (EIA) was completed 13th August 2026. The actions from this are:

Action	Policy Change
Ensure individual household circumstances are considered before a temporary move is arranged	Added assessment of disability, health, caring responsibilities, safeguarding and household needs

Ensure reasonable adjustments are considered for customers with disabilities or health conditions	Explicit commitment included within accommodation assessment and support arrangements
Minimise financial hardship caused by a decant arrangements	Added commitment to consider reasonable and proportionate financial assistance subject to agreed limits and procedures

5.2 We will consider individual circumstances and make reasonable adjustments where required.

5.3 We recognise that a decant arrangements may have a greater impact on customers with disabilities, long-term health conditions, caring responsibilities or other vulnerabilities. We will seek to identify and address these needs as part of our decision making and support arrangements.

6. Who is responsible

6.1 The people responsible for overseeing this policy are listed below

Officer	**Responsibility**
Executive Director Customers and Communities	Owner and strategic oversight
Assistant Director	Ensuring compliance with policy and associated procedures
Heads of Service	Operational implementation and decision making
Housing Managers	Day-to-day management of decants

7. Monitoring and Reporting

7.1 The Decant policy will be reviewed by our Customer Experience Committee every three years. The Parent Board will receive an annual update on how the policy is being delivered.

7.2 We will monitor:

- Number of a decant cases.
- Number of planned and emergency decants.
- Average duration of a decant placements.
- Customer feedback and complaints.
- Equality and diversity impacts.

7.3 The next review date for this policy is shown on the cover sheet.

8. Glossary

Word	Definition
Category 1 Hazard	A serious health and safety hazard identified under the Housing Health and Safety Rating System (HHSRS) that presents a significant risk of harm to occupants. Local authorities have a duty to take enforcement action where a Category 1 hazard is identified.
Decant	A temporary move from a customer's home to alternative accommodation.
Emergency Decant	A decant required because of an immediate risk to the customer or property.
Planned Decant	A decant required to allow major works or other planned activity to take place.
Reasonable Adjustment	A change made to ensure services remain accessible to disabled customers.
Reasonable Costs	Costs that are necessary, proportionate and directly attributable to the decant arrangement, taking account of the household's circumstances and any applicable financial caps and limits.
Social Housing (Regulation) Act 2023	Legislation that strengthened the regulation of social housing in England, introducing enhanced powers for the Regulator of Social Housing, stronger resident protections and provisions commonly known as Awaab's Law, which require social landlords to address certain housing hazards within prescribed timescales

Temporary Accommodation	Accommodation provided on a short-term basis when a customer cannot safely remain in their home.