

Governance Information

Applicable Legislation	<ul style="list-style-type: none"> · Housing Act's 1985, 1988, 1996 & 2004 · The Home Loss Payment (Prescribed Amounts) (England) Regulations 2019 · Land Compensation Act 1973 · Housing & Regeneration Act 2008 · Planning & Compensation Act 1991 · Equality Act 2010 · Data Protection Act 2018
Policy owner	Director of Operations
Approved by	CMT
Regulatory reference	Tenancy Standard Safety & Quality Standard
Date approved	13th August 2024
Review date	August 2027
Stakeholders consulted	IDS Tenant forum
Version	V.1 drafted July 2024

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1. Policy

- 1.1 At the Industrial Dwelling Society (herein known as IDS) we are committed to providing our residents with safe and well-maintained homes. However, we know that there are some occasions when residents may need to move home. This policy provides clear guidelines and support for residents who may need to be temporarily or permanently relocated from their homes due to necessary repair or redevelopment. This is commonly known as being Decanted.

2. Purpose

- 2.1 IDS is committed to managing the decant process in a way that minimises disruption and distress to our tenants. We aim to provide clear communication, suitable rehousing options, and comprehensive support throughout the process.
- 2.2 We will treat all IDS tenants with fairness, respect, and sensitivity during the decant process. We will provide clear, timely, and accurate information about the need for decanting, the process involved, and their rehousing options.

3. Scope

- 3.1 This policy applies to all IDS employees, tenants and representatives of IDS, including contractors and third parties who carry out duties on our behalf.
- 3.2 This Policy covers all emergency, temporary and permanent moves that need to take place because of the need for repairs to be carried out, or if the property is to be redeveloped or demolished.
- 3.3 This policy does not cover any moves that take place due to anti-social behaviour, domestic abuse or any other reason to move home. These moves are covered in our Anti-Social Behaviour and Allocations & Lettings policies.
- 3.4 This policy does not apply to IDS Shared Owners and Leaseholders who need to move either in an emergency or temporarily. Any IDS Shared Owner or Leaseholder who needs to move due to repairs in their home is responsible for arranging their own move. If they need to move home permanently due to redevelopment of their home, this is covered in section 5.
- 3.5 This Policy should be read in conjunction with the following IDS policies: Allocations & Lettings; Repairs and Maintenance; Anti-Social Behaviour; Compensation; Disrepair; Damp & Mould; Complaints; Tenancy Changes; and Health & Safety Policy.

4. Emergency & Temporary Moves

- 4.1 In the event that an IDS tenant needs to move home in an emergency and/or temporarily we will carry out an assessment to understand their household needs and how long they will need to be away from their home.
- 4.2 We will provide a temporary place for them to stay which may include a stay in a local hotel or bed and breakfast; another IDS property; a private rented property; an agreement that they will stay with family or friends; or temporary accommodation provided by the Local Authority.

- 4.3 We will provide a dedicated point of contact to support our tenants through this process. They will:
- Discuss their needs in order to find a suitable place for them to stay.
 - Support and organise their move to a temporary home.
 - Keep in touch regularly to keep them updated on the progress of work in their home.
 - Arrange payment of any out-of-pocket expenses they may incur whilst in a temporary home (see section 6).
 - Discuss different housing options if the works are expected to take a significantly long time. This may involve an application for a permanent priority move (see section 5).
 - Support and organise their move back home when work has been completed.

5. Permanent Moves

- 5.1 In the event that an IDS tenant needs to move home permanently due to extensive repairs or development we will carry out an assessment to understand their household needs and preferences.
- 5.2 We will provide a dedicated point of contact to support our tenants through this process, as described in section 4.3.
- 5.3 We will make an offer of permanent alternative accommodation in line with our Allocations & Lettings policy. A new tenancy will be granted that will be equivalent to their existing tenancy with IDS.
- 5.4 If a tenant refuses to move we will work closely with them to find a solution, but if we cannot reach an agreement we will take appropriate and proportionate legal action.
- 5.5 If we require an IDS Shared Owner or Leaseholder to move home permanently due to development of their home we will consult with them to buy back their property. They will be entitled to compensation, see section 6.

6. Payments

- 6.1 Any IDS tenant who moves home in an emergency or temporarily is entitled to have all reasonable expenses incurred as a result of moving paid back to them. This is known as a 'disturbance payment'. There is no statutory provision for this, but we will consider paying for the following upon provision of receipts. Note this is not an exhaustive list, we will consider individual circumstances:
- Removal costs including furniture and possessions
 - Temporary storage of possessions and furniture
 - Temporary additional travel costs
 - Redirection of mail for up to three months
 - Disconnection and reconnection of appliances and utilities, such as telephone lines and satellite dishes
 - Replacing or refitting flooring, curtains and blinds
 - Purchase of cookers (if type of fuel is different in the new property)
- 6.2 Any IDS tenant who is required to move home permanently due to extensive repairs or redevelopment is entitled to receive a statutory compensation payment known as a 'Home loss payment'. This is a statutory right, and a payment entitled by law under the Land Compensation Act 1973. From 1 October 2023, the amount was set at £8,100. We reserve the right to offset part or all of any Home Loss Payment against any rent arrears owed.

- 6.3 Any IDS Shared Owner or Leaseholder who is required to move due to redevelopment of their home is also entitled to receive a Home loss payment, although it is calculated differently; they are entitled to 10% of the market value of their legal interest in their home so long as there is more than 3 years unexpired on their lease agreement, up to a maximum value of £81,000 as at 1st October 2023.

7. Definitions

Emergency Decant	A move is needed urgently due to a health and safety risk, or the property is uninhabitable. Repairs are likely to take a few days to complete.
Temporary Decant	A move is needed as repairs are needed in the home that require the property to be empty. These are usually short-term repairs that will take no longer than a few weeks.
Permanent Decant	A move is needed as repairs are needed in the home that require the property to be empty. These works are usually significant and may take many months to complete. A move is needed as the property will be demolished and redeveloped or sold.

8. Roles & Responsibilities

Operations Director	Overall responsibility for this policy and approval for Home Loss Payments.
Head of Housing and Head of Contract Management	Monitor performance in line with this policy and approval for disturbance payments.
Other resident facing staff	Day to day delivery of the policy.

9. Equality Impact Assessment

- 9.1 An Equality Impact Assessment has been completed for this Policy.

10. Policy Review & Monitoring

- 10.1 We will review this policy every 3 years, or following legislative change, to ensure the Policy remains effective and complies with current legislation and good practice.
- 10.2 All relevant KPI's (key performance indicators) aligned to the management of decants are regularly monitored and reviewed. We will routinely monitor our performance in implementing this policy within our Housing Management Team meetings.