



simply  
affordable  
homes

# Temporary & Permanent Move (Decant) Policy

Company No: 11567414  
Registered Provider No: 5094  
Version 2.1 – February 2025

## Simply Affordable Homes RP (SAH) Limited

### TEMPORARY AND PERMANENT MOVE 'DECANT' POLICY

#### 1. Introduction

- 1.1. This policy sets out our approach to moving customers from their home whether on a temporary or permanent basis. This is usually, but not always, when we intend to carry out major repairs or planned improvements.
- 1.2. This policy aims to clearly set out what happens when it is identified that a temporary or permanent move is necessary and to ensure consistent decisions are made when supporting customers during this period.
- 1.3. We will endeavour to offer customers suitable alternative accommodation, or they will be provided with temporary accommodation until such time as suitable alternative accommodation is found or they can return to their original property.
- 1.4. This policy applies to all general needs accommodation.

#### 2. Our Approach

##### Temporary moves

- 2.1. A temporary move is where we rehouse for a temporary period, including emergency periods. This is usually (but not always) while repairs, refurbishment or other major work to their property is carried out. After the work is completed, the customer is expected to move back to their main home.
- 2.2. An example of works includes (but is not exhaustive):
  - Extensive works to multiple rooms
  - Severe flood damage
  - Repairs to a structurally unsafe property or unable to live in the property safely whilst works are being carried out
  - Damp and mould treatment
- 2.3. When deciding the best solution, we will consider the length of time the works are scheduled for. If the work will only take a few days to complete, then it may be less disruptive to consider the following:
- 2.4. Arranging for the customer to stay with family or friends,
- 2.5. Providing temporary accommodation such as bed and breakfast, hotels or guest houses.

- 2.6. We will always look to identify suitable properties from within our own housing stock. If no suitable properties are identified, then we may need to accommodate the customer in other temporary accommodation until suitable property becomes available.
- 2.7. When assessing suitability, we will consider the needs and size of the permanent household, and where possible will try to accommodate the wishes of the customer.
- 2.8. Customers offered a temporary move into another of our properties will keep their original tenancy for their main home and will be accommodated by way of Licence until they return to their main home. The customer will usually be responsible for making sure the rent and any other payments due for their main home is paid for the duration of the temporary move. If the customer falls into arrears, we will take legal action in accordance with our rent arrears recovery process.
- 2.9. Where the customer refuses our offer of temporary accommodation, we will consider taking legal action, including an injunction where necessary and/or seek to terminate the tenancy on any of the applicable grounds for possession as set out in Schedule 2 of the Housing Act 1985 (or any other applicable legislation) and/or in accordance with our policies and procedures.
- 2.10. On completion of the works, and/or when the customer can return to their main home, we will set a moving date with the customer.
- 2.11. When a temporary move is offered (although it should be noted that there is no legal requirement to offer such) because of customer damage or misuse of their home or any other breach of their tenancy agreement, we will recharge the customer all costs incurred to carry-out the move.

### Permanent moves

- 2.12. A permanent move is where a customer is rehoused into suitable alternative accommodation on a permanent basis, usually (but not always) where extensive repairs or improvement work will take a long time to complete or where there are other exceptional circumstances.
- 2.13. We will always try to identify suitable alternative properties from within our own housing stock. If no suitable alternative properties are identified, then we will signpost the customer to alternative housing providers where possible.
- 2.14. When assessing suitability, we will consider the needs and size of the permanent household, and where possible will try to accommodate the wishes of the customer.

- 2.15. Customers offered a permanent move into another of our properties will be requested to surrender the tenancy to their original home and will be granted a new tenancy for their new home.
- 2.16. Where a customer refuses our offer of suitable alternative accommodation and/or to voluntarily surrender their tenancy when such has been offered, we will seek to terminate the tenancy on any of the applicable grounds for possession as set out in Schedule 2 of the Housing Act 1985 (or any other applicable legislation) and/or in accordance with our policies and procedures.
- 2.17. For both temporary and permanent moves, the customer may be entitled to Home Loss and Disturbance Payments. A Home Loss Payment is designed to compensate for the distress and inconvenience of having to move home at a time not of their choosing. A Disturbance Payment is a payment made to compensate the occupier for the reasonable expenses in moving from their home. We will make Home Loss and Disturbance Payments where the law requires us to do so.

#### Temporary and permanent moves - shared owners

- 2.18. We have no obligation or responsibility to decant shared owners or anybody occupying properties subject to an agreement with a shared owner.

### 3. Review

#### Quality monitoring, feedback and reporting

- 3.1. We will continue to contact the customer throughout any temporary or permanent moves to ensure they are fully supported during the process, until completely settled into their temporary home and then back into their permanent home.
- 3.2. We will gather feedback from our customers about their satisfaction with any temporary or permanent property, through settling in visits.
- 3.3. We will regularly seek and review feedback and engage/consult our customers about the services we offer via various other methods and forums – which will also be used to help us to improve our standards, services and general offering.
- 3.4. We will undertake an annual program of customer satisfaction surveys, in line with the regulator's Tenant Satisfaction Measures (TSM) and review all relevant customer complaints to identify any potential trends in service failures.
- 3.5. We hold regular meetings with our property managers/key contractors to discuss performance in general and against KPI's (key performance indicators), and operational

performance summary reports are also produced and issued to senior management and our Board, on an at least quarterly basis.

- 3.6. All of the above will help us continue to identify opportunities to improve the services we provide and to ensure we are getting value for money from our property managers and contractors.

#### 4. Key Legislation (but not limited to)

- Housing Act 1985
- Landlord and Tenant Act 1985
- Housing Disrepair and Legal obligations good practice guide
- Homes (fitness for Human Habitation) Act 2018
- Housing Health and Safety Rating System (HHSRS)

#### 5. Policy review

- 5.1. We will review this policy within 12 months (by the end of July 2025) to reflect any learning during our first year; and then every two years to address customer feedback, legislative, regulatory, best practice or operational issues, unless otherwise needed.

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#### Appendix 1 – Revision History

Date	Version	Comments / Changes
28/05/2024	1.0	Initial version
July 2024	2.0	CT Review
February 2025	2.1	New Template and review
July 2025		Year one review
July 2027		Review