

Decant Policy

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Author: AD People & Culture

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Responsible Officer: **Head of Neighbourhoods**
 Author: **Head of Neighbourhoods**

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TWO RIVERS HOUSING

Decant Policy

1. Statement of Intent

- 1.1.** The purpose of this policy is to clarify what Two Rivers Housing (TRH) will do when it is necessary to move people from their homes.
- 1.2.** TRH aims to ensure that where tenants and private households are required to move from their homes either temporarily (due to major works) or permanently (for redevelopment purposes), we will provide a high quality, effective and efficient service, and maintain a positive relationship with our tenants. To help achieve this we will ensure that accurate information, good communication and dedicated support are provided in order to make the move and re-settlement process go as smoothly as possible.
- 1.3.** TRH recognises that moving home can often be a difficult and stressful experience, especially when the person being required to move may not want to do so. The need for us to move tenants can also put considerable pressure on our relationship with them as understandably, we are disrupting their home, lifestyle and upsetting their day to day routines.
- 1.4.** TRH will ensure that offers of re-housing meet the needs of the individual and are suitable for the displaced household. We will aim to ensure that reasonable preferences for accommodation and support services are taken into account when making an offer of re-housing.
- 1.5.** Where tenants are required to move temporarily, tenants will return to their main permanent home with no loss of security of tenure (unless we agree for tenants to remain as tenants in their temporary home).

2. Decanting

- 2.1.** Two Rivers Housing defines decanting as:
- 2.2.** “Where Two Rivers Housing requires households to move from their homes, either temporarily or permanently, for the purpose of major repair, planned improvement works, redevelopment or demolition.”

- 2.3.** When developing decant programmes or requiring individual households to move we will comply with current legislation, as required by the Homes England requirements and adhere to housing best practice.
- 2.4.** In order to achieve successful outcomes, when requiring households to move we will:
- Treat each move individually, recognising, respecting and responding to people's different needs, circumstances and requirements.
 - Identify key members of staff that will act as the main point of contact in relation to the move and will be responsible for liaising with the residents throughout the decanting period to ensure that it goes as smoothly as possible for all households concerned. Consult with the tenants affected (and their relatives or advocates if appropriate). When consulting we will explain the process (including the support and options available); identify, consider and respond to tenants views, concerns and support needs; acknowledge their preferences for alternative accommodation; and clarify their legal rights and responsibilities.
 - Keep individual tenants and relevant residents groups updated on progress by liaising with them regularly.
 - Provide reasonable choices of alternative accommodation, which will take into consideration preferred locations, personal circumstances, and support needs.
 - Arrange sufficient budgets in order to cover the costs for which TRH are responsible.
 - Raise awareness amongst households of any compensation or financial assistance they are entitled to (see TRH Compensation and Payments Policy).
 - Discuss and agree the decant package with each household, which clarifies the process, timescales, responsibilities and support that will be made available to them. This will include clarification of whether the household will return to their original home or (where redevelopment has occurred) to a new property on the same site.
 - Provide temporary accommodation (where relevant) that meets our Lettings Standard as a minimum.
- 2.5.** Where tenants are moving back to a refurbished or redeveloped property, we will provide for them (wherever possible and practical) a range of choices which will enable them to influence the style, layout and colour scheme of their home.
- 2.6.** TRH will do everything we can to ensure that suitable offers of accommodation are made, though we are often restricted in the supply of properties available. We reserve the right to take legal action in instances where a tenant refuses to move from their permanent home, or where a tenant (or private owner where relevant)

refuses to move back to their permanent home from temporary accommodation provided by us.

- 2.7.** To assist with the effective delivery of this policy we will develop and implement supporting procedures, which address legislative and regulatory requirements and reflects best practice.

3. Equality and Diversity

- 3.1.** TRH is committed to the principle of equality of opportunity in the delivery of its services. TRH aims to ensure that all of its customers are dealt with fairly and equitably and where possible that it takes into account the diverse nature of their cultures and backgrounds.
- 3.2.** TRH will actively work towards promoting good relations, eliminating discrimination and addressing existing disadvantage in relation to different groups on the basis of race, colour, ethnic and national origin, nationality, gender, disability either mental or physical, religion, sexual orientation, marital status, HIV/AIDS, responsibility for dependants, trade union activity and age.

4. Implementation

- 4.1.** The Head of Neighbourhoods is responsible for ensuring that this policy is implemented.
- 4.2.** It is the responsibility of the relevant TRH employees to ensure that their work is carried out in line with this policy and any related procedures.
- 4.3.** TRH will ensure that this policy and the relevant procedures attached to it are implemented by experienced and qualified employees.
- 4.4.** TRH will ensure that this policy and the relevant procedures attached to it are implemented in accordance with TRH's Equality and Diversity Policy.

5. Monitoring

- 5.1.** The Head of Neighbourhoods is responsible for monitoring this policy to ensure that it is being correctly applied.

6. Review

- 6.1.** TRH will actively monitor its compliance and performance in relation to the delivery of this policy. This will be achieved by means of customer satisfaction surveys and quality assurance checks.
- 6.2.** The Head of Neighbourhoods will be responsible for ensuring that reviews of this policy are carried out.
- 6.3.** TRH will undertake regular reviews of this policy, the procedures related to it and staff training needs, to ensure that it continues to operate in line with best practice and that service improvements are made and implemented.
- 6.4.** In the absence of any other trigger for a review, the policy will be reviewed at two yearly intervals or such other period as the Board of TRH may from time to time determine.

Version	Date	Author	Change Description	Approved by	Date approved
1	01/02	JS			
1.1	05/21	JS	Change of job title from Neighbourhood Housing Team Leader to Housing Services Manager		
1.2	April 2025	EW	Job title updates.	Exec & AD Group	08/04/2025