



## ***Decanting Procedure***

### **1. Introduction**

- 1.1 Tenants may require temporary housing so that essential major work can be carried out to their home.

### **2. Policy**

- 2.1 This procedure applies to Co-op Homes permanent tenants only, however should the co-ops require assistance Co-op Homes will help as far as it reasonably can.

### **3. Procedure**

- 3.1 Receive notification or request for a tenant to be decanted so that work can be carried out by us to their home. The request could be from Co-op Homes or the tenant themselves.
- 3.2 Produce a report for the Housing Manager providing the following information:
- A report from a surveyor detailing the work that needs to be carried out, how long it will take, when it is due to start and confirming that the work cannot be done with the household in occupation.
  - Where appropriate, what alternative temporary housing options have been considered.
  - Confirmation from the Housing Officer that the household need to be decanted and that Co-op Homes has a responsibility to re-house them.
  - Household details including the size and type of property and location they require. This will normally be on a like for like basis.
- 3.3 If the decant is approved contact the tenant informing them of the decision and monitor throughout the decant process until they return to their property. Unless there are specific reasons why the tenant should or wants to return to the property they should be given the opportunity to remain in the decant property. This saves unnecessary expense and upheaval for the tenant. The tenant should be informed :
- Whether the decant is being offered on a temporary or permanent basis
  - The rent they need to pay. If it is temporary they will need to pay the rent of the old property.
  - That removal and other associated costs will be paid for.
- If the decant is refused notify them with reasons.
- 3.4 When an offer is made, the tenant will receive a letter informing them the nature of the tenancy, how long the decant is likely to be and that unless it is a permanent offer it is let under a licence and they will need to return to their original property once the work has been complete.



## ***Decanting Procedure***

- 3.5 The Housing Officer responsible for the decant property needs to ensure that unless it is a permanent offer no tenancy agreements are signed by the decanting tenant. Keys should only be issued on receipt or confirmation that keys to the original property will be returned within 24 hours.
- 3.6 The tenancy for the decant tenancy should be started within 24 hours of the original keys being received. A note should be added to Omni Ledger and on the tenancy file stating that the property is being used for decant purposes and the arrears that accrue will be written off at the end of the decant. The tenant will actually have a tenancy and a licence but will only pay rent on their original (tenancy) property and live in the decant (licence) property. This paragraph does not apply when a permanent offer is being made.

### **4 Guidance Notes**

- 4.1 Where temporary housing is considered, if the work is going to take about a week it may be more appropriate for the household to stay with friends or relatives, provide temporary accommodation or pay for reasonable holiday expenses such as a caravan on the coast in the summer months. However, this should be discussed with the Housing Manager before approval is given.
- 4.2 A decant may be offered on a temporary basis where we are seeking possession of the property and have a NOSP or possession order against the tenant. It may also be appropriate, where the reason for decant is being investigated, such as potential arson and we do not wish to prevent taking action against that tenancy.
- 4.3 If the decant is only for a temporary period the decant property should be in a condition that does not require decorating or other minor after lettings works.
- 4.4 In some instances the tenant may only want to decide to return to the original property once they have had an opportunity to inspect the standard of workmanship.
- 4.5 Where a permanent offer was not originally made but it is later agreed that a tenant can remain in a decant property a permanent offer of that property should be made back to the date the occupation started. A rent adjustment will also have to be made to the account for the difference between the rent on their old and new property
- 4.6 If the move is on a permanent basis the tenant may be eligible for a home loss or disturbance payment.
- 4.7 Where possible, any associated costs including rent loss should be claimed off our insurance.