

Procedure: Alternative Accommodation Procedure

Approved by: Leadership Team

Date Approved:

January 2025

Date next full review:

3 years or on the basis of a significant event requiring policy change.

1. PURPOSE

The purpose of this procedure is to set out specific guidance to ensure that Broadland Housing complies with its legal obligations and offers a fair and consistent approach when providing temporary accommodation or a permanent move.

We may need to move residents to alternative accommodation because we have to carry out essential major maintenance works which cannot be completed with residents staying at their home.

Broadland have no immediate plans to move residents on a permanent or temporary for redevelopment or demolition purposes however, this procedure makes an allowance for the statutory duties that will apply in these circumstances.

2. AIMS AND OBJECTIVES

- To manage the process of decanting tenants effectively.
- To ensure we carry out meaningful consultation with tenants recognising the property is a home.
- To support residents through the decant process recognising the distress and disturbance for tenants when being asked to leave their home.
- Recognise that some tenants will need more support than others during the decant process and ensure that any reasonable adjustments that are required are considered.
- Provide fairness in the calculation of compensation amounts due to residents if not determined by law, using a fair basis for assessment of the loss or costs incurred.
- To have a consistent approach and make reasonable payments to residents who are being moved.
- To make reasonable adjustments to compensation payments when it is fair and right to do so.
- Assist residents in moving and arranging any move required by the work
- Ensure that alternative accommodation is provided to our letting standards.
- To reduce the need for legal interventions during the process, our preference is to work with and support tenants, however where this is not achievable recognising an injunction or possession will be sought based on the terms of the individual tenancy agreement.

3. DECANT DEFINITIONS

Emergency Decant

Alternative accommodation is likely to be required immediately, often due to a serious incident such as a fire or flood whereby your home is not habitable.

When an emergency occurs out of hours and particularly in the early hours of the morning and the tenant needs to leave the property, staff will ask if there is any family or friends the tenant can stay with until the following morning. Staff may also ask that pets are looked after by family or friends until accommodation can be found which allows pets. If accommodation cannot be found where pets are accepted, BHA may.

Emergency accommodation provided may be a hotel or a holiday rental. Hotels will include breakfast provided and dinner up to £15 per person per night. No alcohol or additional extras will be paid for by BHA and will be the responsibility of the tenant. Holiday rentals will have self-catering facilities and no meal allowance will be given.

If BHA has a suitable property which is empty and could be used temporarily, this may be considered. If BHA is unable to find any suitable accommodation, we would speak to Local Authorities or other Housing Providers to assist us.

Tenants will be advised that personal information will be shared with the hotel or landlord in order to secure their accommodation. This includes name, phone number, age of children and any reasonable adjustments, dietary needs.

This decant does not qualify for a home Loss payment as its temporary.

Compensation entitlement – Reasonable expenses as detailed in Appendix A.

Temporary Decant

A temporary move is required to complete essential works which are not deemed an emergency but are classified essential to remedy any major defect or improve the standards of your home.

Essential works examples may include but are not limited to:

- Damp and mould related repairs
- Structural repairs
- Major services updates for example communal pipework

On some occasions we may also consider decanting the tenant for works that are not considered major, based on the tenant's individual circumstances and where a reasonable adjustment is required.

A temporary move may be required under the following circumstances whereby you will be expected to return to your home once works have been completed:

- Unforeseen major works to the structure of the building where it is not

- deemed safe to stay at your home throughout the duration of the works.
- Substructure works requiring your flooring to be replaced.
 - Works that could have an adverse impact on your health.
 - Renovation works that may cause the temporary loss of essential services such as heating and hot water.
 - Major works that impact on more than one room in your home and will take a minimum of 2 weeks continuous duration to complete.

This decant does not qualify for a home Loss payment as its temporary.

Compensation entitlement – Reasonable expenses as detailed in Appendix A.

Permanent Decant (Non-Statutory)

You may request to move home permanently as the best outcome depending on your circumstances. We will take a practical approach where reasonable to support you with this request.

A permanent move will be based on your decision and otherwise not because you are unable to return to your home once the works have been completed.

We will also reserve the right to carry out the works within a reasonable timescale to prevent any deterioration to your home and ensure works that we have a legal right to repair are completed within a reasonable timescale.

The availability of homes for a permanent move are very limited and it is unlikely that this would happen quickly. We will speak to Local Authorities and identify any opportunities for a direct let or management move and advise whether this is achievable against the timescales required to complete the works.

This decant does not qualify for a home Loss payment as the tenant has identified that they would benefit from moving permanently and this is their preference. BHA is not stopping them from moving back to their home once the work is done.

Compensation entitlement – Reasonable expenses as detailed in Appendix A.

Permanent Move (Statutory)

A permanent move is needed, and the tenant will not be able to return to their home, owing to the need to redevelop or dispose of the property or the area where the property is located or where the Association is able to offer an alternative tenancy.

This decant does for a Home Loss payment as its permanent.

Compensation entitlement - Home Loss payment and reasonable expenses as detailed in Appendix A.

Appendix A – Items which may be compensated for when a tenant needs to decant.

Examples of the Items which can be included are:

- the actual cost of removals and/or storage of belongings
- the cost of altering soft furnishings, i.e., refitting carpets, altering curtains and blinds and re-fixing curtain rails
- cost of providing new curtains and carpets where those from the old home cannot be adapted to fit.
- disconnection and reconnection costs for existing fixtures and fittings e.g., telephone, cooker, washing machine and other plumbing.
- redirection of mail
- cost of moving and re-erecting aerials and satellite dishes
- purchase of cookers if energy supply is different in new home.
- storage of any belongings not able to be taken into the new home
- costs of kennels etc for pets if they cannot be accommodated in any temporary accommodation.
- redecoration allowance (if necessary) for new home
- Reimbursement for extra travel costs related to work or education whilst in temporary accommodation.

Please note this is not an exhaustive list and other reasonable expenses may be considered at the discretion of the Neighbourhood Officer or another staff member responsible for overseeing the works.

Alternative Accommodation Procedure Flowchart

