

# EASY TO READ

version

POLICIES AT HONEYCOMB GROUP



## Policy name:

### Decant Policy

#### This policy was created to:

Support tenants who need to temporarily move out of their homes so essential repairs or major works can be safely completed. This process is called a decant. The policy ensures that the move is fair, safe, and as stress-free as possible.

#### What this policy covers

- When and why a temporary move (decant) is needed
- The types of temporary accommodation offered
- Who is responsible for costs
- What support tenants receive before, during and after the move
- Emergency and planned decants
- How permanent moves may be arranged in special cases

#### Our Goals

- Keep disruption to tenants to a minimum
- Act fairly, transparently and quickly when a move is needed
- Keep tenants informed at every stage
- Ensure tenants aren't left out of pocket due to the move
- Meet the needs of households, including health and safety concerns

#### Key Terms

- **Decant:** Temporarily moving a tenant out of their home so repairs or building works can be done.
- **Emergency Decant:** A sudden, unexpected event like a fire or flood means a home is uninhabitable.
- **Planned Decant:** Scheduled building work that makes it unsafe or unsuitable to stay in the home.

- **Home Loss Payment:** A financial payment made if you permanently lose your home due to necessary works.
- **Disturbance Allowance:** A payment to cover reasonable moving costs during a decant.

## Our Approach

- We only ask you to move if absolutely necessary for safety or due to serious work
- In emergencies, we'll quickly find you a safe place to stay (like a hotel or B&B)
- For planned work, we'll give you plenty of notice and support
- We'll work with you to find the best temporary option (hotel, another property, or staying with family/friends)
- If needed, we'll help you move belongings or arrange storage
- You'll continue to pay rent, usually at your normal home's rate
- We'll regularly update you throughout the process
- In some cases, a permanent move may be arranged

## Legal Compliance

This policy follows these legal requirements:

- Landlord and Tenant Act 1985 (our duty to keep homes safe and in good repair)
- Housing Acts 1985 & 1988 (your rights to safe housing and alternative accommodation)
- Land Compensation Act 1973 (Home Loss and Disturbance payments)
- Equality Act 2010 (fair treatment and reasonable adjustments)

## Performance Monitoring

We track and review how well we manage decants, including:

- Time taken to respond to emergencies
- Customer satisfaction
- Costs and reimbursements
- Number and length of decants
- Regular reviews help us improve how we deliver this service.

## Data Protection

We will collect and use your personal information only when needed to manage your move. Your data is protected in line with UK GDPR and the Data Protection Act 2018 and stored according to our retention policy.

## Review

This policy is reviewed every three years or sooner if there are changes in law or regulations.

**Date of Policy: July 2024**