

Quick Read: Decants

What is a decant?

A decant is when a tenant needs to move temporarily from their home into alternative accommodation. This may be necessary while major repairs are completed or following an emergency that makes the property unsafe to live in.

Once works are complete or the property is safe again, the tenant will usually return to their original home.

Our approach

We understand that being asked to move out of your home, even temporarily, can be stressful and disruptive. We are committed to treating tenants fairly, keeping them informed and providing support throughout the decant process.

Spotlight: If a temporary move is needed, we will work with you to minimise disruption and make sure suitable accommodation is provided wherever possible.

When might a decant be needed?

A tenant may need to be decanted if:

- There has been an emergency, such as a fire or flood.
- A property requires major repair work.
- A property is being refurbished.
- A property needs to be rebuilt

Types of accommodation

Where a temporary move is required, we will consider a range of options including empty (void) My Space properties or a hotel.

We will try to provide accommodation close to a tenant's current home. However, in situations involving safeguarding or safety concerns, a move further away may be necessary.

When deciding whether a property is suitable, we will consider:

- The likely length of the stay.

- The tenant's individual needs.
- The reason for the decant.

What costs are covered?

We will consider reasonable costs incurred because of a decant. This may include:

- Moving essential furniture and belongings.
- Meal allowances if hotel accommodation does not include cooking facilities.
- Reasonable additional travel costs to work, education or support services.
- Storage of belongings where appropriate.

Responsibilities during a decant

My Space will:

- Keep tenants informed throughout the process.
- Continue to provide support services.
- Ensure the accommodation meets the tenant's needs as far as possible.
- Pay eligible costs linked to the decant.
- Inform the relevant local authority where required.

Tenants will:

- Continue to pay rent and service charges on their original home.
- Pay their agreed share of utility costs.
- Keep the decant property clean and tidy.

Returning home

Where the decant is temporary, tenants will return to their original home once repairs have been completed or the property is safe to occupy again.