

Decant Policy

Stevenage Borough Council

2025 - 2027

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1. Purpose

1.1 Purpose of the Decant Policy

The purpose of this policy is to clarify what Stevenage Borough Council (The Council) will do when it is necessary for a tenant to move home due to major works which may include adaptations, repairs, damp and mould or an emergency where the whole property is made uninhabitable.

Where a number of residents are required to move because the Council has regeneration/redevelopment plans for their home, a detailed, Policy specific plan will be drawn up separate to this Decant Policy.

1.2 The aim of the Decant Policy

The aim of this policy is to:

- Provide a clear understanding of the decant process.
- Set out what levels of financial assistance tenants may be offered.
- Clarify the circumstances under which a decant will be temporary or permanent.
- Comply with legislation, statutory guidance and the Council's Equalities Policy.
- Ensure that disruption to the tenant is minimised and, where the decant is temporary, to ensure the necessary works are prioritised, to enable the tenant to return to their home as soon as possible.
- Set out the practice where tenants whose actions (or omissions) have required to be decanted.

2. Scope

This policy applies to council tenants. It does not apply to unauthorised occupants or lodgers or households who are occupying temporary accommodation provided by the Council.

It covers permanent decants where the tenant/s are moved permanently into suitable alternative accommodation. This will usually be the case where the property/block is to be demolished or redeveloped.

It covers temporary decants where tenants are moved out for a period of time usually to enable their homes to be improved or repaired or built.

It covers regeneration Policy in as much that it sets out the requirement for the decant process. For each regeneration/redevelopment Policy there will be a specific plan for the Policy.

Reference is made to the Allocations Policy where applicable, and these references are subject to review in line with changes made to the Allocation Policy. The Council will deal with rehousing priorities using for guidance, the criteria set out in the Council's Allocations Policy.

2.1 Role and Responsibilities

The Head of Housing has overall responsibility for the implementation of this policy and its periodic review.

The Resident Services Manager has responsibility for ensuring that decant decisions are managed appropriately and in accordance with this policy.

The Senior Housing Officers has responsibility for the day-to-day management of decant decisions, including ensuring implementation of this policy.

The Housing Officers are responsible for the operational aspects regarding the decant and supporting the tenant/s who need to be decanted.

2.2 Decision Making

The Resident Services Manager will agree the need to decant with the referring Service Manager. Depending on the need for the decant, this may be from other departments within the Council.

In the case of planned works, including redevelopment/regeneration, the referring Service Manager will aim to give the Resident Services Manager as much notice as possible for the need to decant, in line with the required resident's notice.

Consideration will be given to carrying out the work with the tenant remaining in their home, wherever possible.

3. Legal Framework

3.1 Relevant Legislation

- Housing Act 1985
- Land Compensation Act 1973
- Home Loss Payments (Prescribed Amounts) (England) Regulations 2016
- Planning and Compensation Act 1991
- Equalities Act 2010

- Town and Country Planning Act 1990
- The Social Housing (Regulation) Act 2023 including Awaab's Law
- Data Protection Act 1998 and GDPR

4. Equalities

Under the Equality Act 2010 the Council has a legal duty to fulfil the requirements of the Public Sector Equality Duty (PSED). Through this duty, the council will carry out its functions in a way that:

- a) Removes discrimination, harassment, victimisation and any other conduct that is unlawful under the Equality Act 2010
- b) Promotes equal opportunities between people who have a protected characteristic(s) and those who do not.
- c) Encourages good relations between people who have a protected characteristic(s) and those who do not.

Further information on the Council's fulfilment of the PSED is set out in the Equality, Diversity and Inclusion (EDI) Policy 2022 which is applicable to all employees of the Council, councillors and contractors or suppliers who provide services on behalf of the Council.

5. Data Protection

The Council regards respect for the privacy of individuals and the lawful and careful treatment of personal information as very important to its successful operations and to maintaining confidence between the Council and those with whom it carries out business. The Council will ensure that it treats personal information lawfully and proportionately as set out in the General Data Protection Regulation (GDPR) and Data Protection Act 2018.

The Council's principal aim is to ensure that all personal data processing carried out by the Council, or on its behalf, complies with the seven data protection principles and other key legislative requirements. For further information on the Council's approach to handling information please see [the Data Protection Act web page](#) at www.stevenage.gov.uk.

6. Policy

6.1 Temporary and Permanent Decants

Temporary Decant

Where tenants are moving temporarily, the Council's Allocations Policy allows for a property to be withdrawn from choice-based lettings and offered to the decanting tenant, if no property is available and/or the decant is urgent, due to health and safety reasons, temporary accommodation or a hotel may be deemed as acceptable, suitable alternative.

When the duration of the refurbishment, repair, damp and mould or other major work is of short duration (less than a week), the use of hotel accommodation may be deemed as acceptable alternative accommodation.

The Council may also use;

- Guest rooms in SBC's sheltered housing schemes
- Temporary accommodation through the private rented sector or partner agencies
- Accommodation sought from a neighbouring local authority
- Tenant staying with family and friends

In making an offer of alternative temporary accommodation, the Council will have regard to the estimated repair/refurbishment time and the tenant's stated preferences as well as reasonable costs. An offer will be deemed suitable if it is reasonably suited to the needs of the tenant and the tenant's household as regards to proximity to work, schools, medical facilities where appropriate, size and affordability.

The people authorised to live at the tenant's principal home at the time of the decant will be the only people eligible to be rehoused, and in some cases the Council may ask for evidence of residency. Visitors at the property will not be included in the decanted party.

The Council is not responsible for finding alternative accommodation for household pets in the case of a decant but, will always make sure that assistance animals for which the tenant has a medical need are accommodated. The Council will need to see supporting documentation.

The Council will make one offer of alternative accommodation. This offer will be made on the understanding that the tenant will move out and be decanted from their existing accommodation. The tenant will be issued with a licence agreement. On completion of the works, the tenant will be required to move back to their original accommodation.

While a tenant is required to move, they must meet their normal full liability for rent and Council Tax, net of any benefits to which they are entitled. The rent they pay shall

be the same, or where the rent is less than that of the existing property then the rent payable will be the lesser.

If the tenant refuses to accept the alternative accommodation or be decanted, if the works needed are a health and safety concern, the Council may instigate court proceedings to obtain vacant possession of the property in which the tenant is living in order for the required works to be carried out.

If the tenant refuses to vacate the alternative accommodation and return to the original accommodation, the Council may instigate court proceedings to obtain vacant possession of the alternative accommodation.

Reasonable consideration will be given if the tenant requests to remain at the temporary accommodation as a permanent address. This may not be possible but will be assessed by the Housing Panel on a case-by-case basis. The following factors will be considered as well as any other relevant factors:

- Housing need and requirement
- Size of the property
- Condition of the decanted property

Permanent Decant

Where a permanent decant is necessary, an offer of alternative accommodation will usually be on a like for like basis.

If the tenant's needs are for smaller accommodation and they are willing to downsize, the Council will look to provide smaller suitable accommodation.

Extra bedrooms may be allocated in line with the current Allocations Policy. The Council will usually make one offer of alternative accommodation as a permanent decant through the Council's Housing Panel or three manager sign off process.

Some tenants may already be registered on the Housing Register due to being in a reasonable preference group. Once a decision to decant has been made, a higher priority may be awarded through the Housing Panel. In some circumstances, tenants may therefore have the opportunity to bid for properties rather than by being made an offer of a permanent decant through a direct allocation.

The Council will strive as far as possible, to give qualifying tenants a 'bidding window' in which they can bid for suitable alternative accommodation through the Council's choice-based lettings scheme.

For those tenants who are not on the Housing Register because they are not in a reasonable preference group, they may be considered as being in a reasonable preference group once the decision to permanently decant has been made.

If the tenant refuses to accept the alternative accommodation, the Council may instigate court proceedings to obtain vacant possession of the property in which the tenant is living.

Emergency Decants/Multiple Decants

Where a tenant/s home has become uninhabitable due to an emergency such as a fire or flood, the Council will arrange an emergency decant. This may be in the Council's designated emergency or temporary accommodation, hotel accommodation or general needs accommodation.

The Council may also use;

- Guest rooms in SBC's sheltered housing schemes
- Temporary accommodation through the private rented sector or partner agencies
- Accommodation sought from a neighbouring local authority
- Tenant staying with family and friends

Out-of-hours emergencies will be dealt with by the Council's homeless out-of-hours service. For out-of-hours emergencies where four or more units are involved, the Council's emergency planning team will assist.

Resident Communications

The Council is committed to involving and keeping tenants informed at all stages of the decant process. The resident services/relevant teams will:

- Inform tenants once a firm decision has been made about the required works.
- Consult tenants at the earliest opportunity about their housing options.
- Provide regular updates to keep tenants informed and agree the frequency updates with them.
- Where a programme of decants is planned, we will provide tenants with a named Officer, to act as their single point of contact (SPOC) as soon as it is identified that tenants will need to move. They will conduct individual household needs assessments, discuss rehousing options and agree the package of support.

Elderly and Vulnerable Tenants

Additional assistance may be provided to elderly tenants, at the Council's discretion, any tenant/s assessed to be particularly vulnerable or frail and in need of additional help and support. This may include tenants that have a diagnosed mental health problem, or who are in receipt of a care package or have an additional medical condition.

If a disabled or vulnerable tenant is unable to move to temporary decant accommodation, because we have been unable to find accommodation that meets their needs, and we have explored different alternatives, such as staying with family or within a residential setting, we will work with the tenant to assist them to vacate the rooms we need to work in while they remain in the property. This is only where any potential health and safety issues can be appropriately mitigated as identified through a risk assessment.

Regeneration

The aim of a regeneration scheme is to increase the supply and quality of housing in Stevenage in line with the Housing Asset Management Strategy. For this to be achieved some of the existing stock may need to be demolished and new homes built.

This policy is intended to be sufficiently flexible so that it can be adapted to the specific needs and circumstances of each individual regeneration scheme through site specific plans.

This policy will be used once the Council has made the decision to progress with a regeneration project. Consultation and discussion with tenants will have happened before this decision is made.

How this policy applies to leaseholders and freeholders who are affected by a regeneration scheme is covered later in the policy.

Each regeneration scheme will have its own development plan and timetable. Policy's may be developed in phases with some blocks being demolished before others. These will influence the rehousing options available to tenant/s.

The tenant/s will usually be offered the option to move back to the block/estate/site and will be given priority for allocations before other housing applicants are considered, subject to the redeveloped properties being suitable for the tenant's needs.

If it is a new build, tenant/s do not have the right to move back to the exact home/plot from which they were decanted.

Where the Council intends to demolish or sell properties for redevelopment and is not able to offer the option to move back, this will result in a permanent decan., Tenants and leaseholders will be consulted with, throughout this process and suitable accommodation (like for like) will be found. For payments for permanent decants, and where this applies, see sections marked Home Loss and Home Disturbance Payments.

The construction phasing of a scheme may mean that tenants are unable to move directly into a new home on the estate. In these circumstances tenants will have the opportunity to move to another home either temporarily or permanently.

Depending on the size of the regeneration scheme, the Council will usually make a local letting plan in respect of each individual scheme.

Leaseholders and Freeholders

The Council's Development team will be responsible for the required negotiations with leaseholders and freeholders.

A voluntary agreement will be sought to acquire the property with vacant possession. However, if this cannot be obtained, a Compulsory Purchase Order may have to be applied for under the Town and Country Planning Act 1990.

Leaseholders and freeholders will receive full market value plus Home Loss Payment and Disturbance Payment to which they may be entitled to under the Land Compensation Act 1973.

Land Compensation Act 1973.

Private tenants may have a right to rehousing through the homelessness legislation. In most circumstances it is anticipated that suitable alternative accommodation will be achieved on the open market.

Decant resulting from tenants' actions

The Council may recover costs from the tenant if it is proven that the damage was caused as a deliberate or negligent act.

In the circumstances that it is proven that the damage was caused by a third party who is not part of the tenant's household, the Council may recover the costs from them.

Actions taken by the tenant (or a member of their household) which result in damage or deterioration of the property may be a breach of the terms and conditions of the Tenancy Agreement. This may result in the Council seeking to recover the property through legal action.

Notice to Move

The Council will seek to give six months' notice to move, prior to the anticipated commencement of redevelopment/major work. Shorter notice may be given in other situations, for example, where there are health and safety considerations if the tenant remains in their home or if there are business reasons which require work to be carried out more quickly.

The decanting process will begin as soon as possible after tenants have been notified formally of the Council's intention to decant. The aim is to achieve vacant possession of the property within six months' notice period and to enable redevelopment/major work to commence as soon as possible.

Insurance Recovery

Where the need for repair arises as a result of an insured event, being which include one of the following:

- Flood
- Fire
- Storm damage
- Impact damage by motor vehicle

The Council will be able to recover involved costs from insurance, therefore appropriate records and receipts must be retained to substantiate any claim.

6.2 Financial assistance

The Council will:

- Make an offer of suitable alternative temporary accommodation.
- Meet the direct costs of making such accommodation habitable on a temporary basis.
- Pay sufficient allowances to meet additional costs that the tenant may incur while temporarily removed from their home (except where tenant's actions or omissions have made the decant necessary).
- Compensate the tenant for disturbance (except where tenant's actions or omissions have made the decant necessary).
- The arrangements for costs and allowances must be confirmed with the tenant in advance of the decant and agreed in writing prior to any move.

Tenant Compensation and Home Loss Payments

The Council will meet reasonable costs (agreed by the appropriate Head of Service) that tenants incur as a direct consequence of being required to move home. We will not make any payments to lodgers or licensees as the Council has no legal duties in this respect.

Where the Council requires a tenant to move permanently due to demolition, improvement (which includes alteration or enlargement) or redevelopment (which includes a change of use), they may be entitled to claim a statutory Home Loss Payment, to compensate them for the personal upset and distress of losing their home. Home Loss Payment is not available for temporary decants.

The amount of Home Loss Payment is set by the Government. These amounts are set out in the Land Compensation Act 1973 and currently, the Home Loss Payments (Prescribed Amounts) (England) Regulations 2017 (the Regulations). The Regulations are regularly updated by Government and prescribe the amount of home loss payments. The value of any home loss payments will be paid in accordance with the Regulations in force at the relevant time.

To qualify for the Home Loss Payment, they must:

- Be the tenant (but see below regarding spouses and civil partners);
- Have occupied the property as their sole or main home for a minimum of 12 months at the date of displacement (irrespective of whether they were the tenant throughout e.g. where they are a successor); and
- Be moving as a result of the proposed works.

A spouse or civil partner of a tenant may claim Home Loss Payment if it can be shown that there is a matrimonial home right. The spouse/civil partner who remains in occupation is treated as occupying by virtue of his or her spouse's interest under the tenancy. A spouse who has moved out of the property will not be able to claim as he or she will not be able to satisfy the occupation condition.

Tenants who have not occupied their property for 12 months will not be eligible for a Home Loss Payment, although they may be eligible for a Disturbance Payment.

Tenants who have been given formal notice of the need to be permanently decanted and take their own steps to find new accommodation, rather than waiting for the formal decant offer, will remain eligible for a Home Loss Payment. This includes those who transfer or move into the market rented, shared ownership or private sale sectors.

More than one person cannot be entitled to a Home Loss Payment. In these circumstances the payment is shared equally between those entitled, meaning that there will only be one Home Loss Payment per household.

If a household has to move to temporary accommodation before moving into new permanent accommodation, the household will still receive one Home Loss Payment unless all the conditions for the payment are again met.

Where a household has moved into a new home on the basis that this will be their new permanent home and then the Council's redevelopment plans change to include the household's new home, they will be entitled to a further Home Loss Payment as long as they have lived in the new home for at least 12 months at the date of displacement and they are moving as a result of the proposed works.

Where a tenant is decanted temporarily but requests to remain permanently in the decant property, they are not entitled to the statutory Home Loss Payment, although a discretionary disturbance allowance will be considered.

If tenants are evicted prior to being decanted, they will not receive a Home Loss Payment.

Any claims for Home Loss Payment must be made using the relevant claim form or in writing within six years of the date of displacement.

Discretionary Home Loss Payments

If the conditions for a statutory Home Loss Payment have not been satisfied throughout the period, but are satisfied on the date of displacement, then the Council may make discretionary payments: this is entirely at the Council's discretion and must be approved by the relevant Head of Service. Where discretionary Home Loss Payments are approved, the amount paid must not exceed the amount paid for statutory Home Loss Payments.

The Council will not make any discretionary payments where the need for a 'decant' has arisen due to wilful or negligent actions of the tenant or a member of their household.

Disturbance Payments (Permanent Decants)

Tenants who are required to move permanently due to demolition, redevelopment or improvement works have a statutory entitlement to disturbance payment if they occupied the property at the time of acquisition by the Council. The purpose of the payments is to reimburse tenants for all reasonable costs they have actually incurred as a result of having to move. There is no minimum length of occupation required but the tenant must be in lawful occupation of the property on or before the date of displacement.

Disturbance payments are paid in addition to any Home Loss Payment due to the tenant.

To avoid the tenant having any financial inconvenience, the Council will try to meet the costs directly with contractors and suppliers wherever possible. Where the tenant makes the initial payment and claims reimbursement from the Council, receipts or reasonable evidence must be provided for all costs before payment is made. In some cases, we may agree a lump sum disturbance payment with affected tenants to meet the costs of moving and to avoid the need to submit receipts for each item.

Examples of costs that will be covered where a tenant is permanently decanted include:

- Removal and storage costs – the Council will either arrange the removal or storage with a company directly, or reimburse the costs, but require two quotes to be obtained. Boxes can also be provided to help with packing.
- Deposits – we will provide any necessary deposit if required for any temporary accommodation we have agreed to until permanent accommodation is available. However, the occupier will incur the cost if the deposit is not returned in full due to a fault of the occupier. This will be deducted from any other compensation payments due to the tenant.
- Disconnection and reconnection of washing machines and other plumbing – where applicable we will arrange for the disconnection and reconnection cost of a washing machine and other plumbing e.g. dishwasher.
- Telephone, Satellite/Cable TV and internet connections – we will reimburse any costs for reconnections at the decant property.
- Disconnection and reconnection of cooker – where required, we will arrange for this to be done by our contractors or we will cover the cost of disconnection and reconnection work carried out by a registered Gas Safe fitter. Where the decant is from a property with a gas supply to a property with an electric-only supply or vice versa, the Council will provide a new cooker up to an agreed maximum value.
- Redirection of mail – if the tenant arranges re-direction of mail, we will reimburse the cost for all household members for up to six months.
- Rehoming for pets - in the event of a tenant being unable to take a pet to their new home due to restrictions placed on the property, we will reimburse reasonable rehoming costs. Only households that have requested permission to keep a pet as per the Council's tenancy agreement and are keeping the pet in line with the tenant obligations will be eligible.
- Adaptations within the home – we will cover the cost of the removal and refitting of adaptations approved by an Occupational Therapist and undertaken by an approved contractor.
- Compensation for Improvements – any improvements the tenant has made to the property such as a new bathroom, will be compensated for if the tenant had received our prior written permission and in accordance with the Council's Policy.
- Decorating costs – where there is evidence of disrepair e.g. damp, filling holes or covering uneven surfaces we will redecorate the affected area. If we are not able to redecorate, we will cover any reasonable costs to do the work.
- Loss of wages – we will reimburse the tenant for loss of wages or income where time off is unavoidable due to displacement. We will require written confirmation from the tenant's employer/and or proof of any loss of wages/income where the tenant is self-employed.
- Survey fees – we will reimburse leaseholders for any reasonable survey and related fees incurred as a direct result of having to purchase another home.

- Home contents insurance – the Council will consider meeting any reasonable additional home insurance costs that tenant/leaseholder is subject to and is associated with a decant.
- TV License costs – where a qualifying tenant has previously benefited from a free TV license scheme as a result of the exemption for residents of sheltered accommodation blocks – but they do not qualify in the home they are moving to as a result of the decant, the Council will consider compensating the tenant accordingly. Each case will be considered on its merits.

Discretionary Disturbance Payments (Temporary Decants)

Where there is no statutory entitlement to Disturbance Payments because the 'decant' is temporary, then the Council may on a discretionary basis provide some financial assistance to tenants up to any limits in this policy; this is entirely at the Council's discretion.

We will not make any discretionary payments where the need for a 'decant' has arisen due to wilful or negligent actions of the tenant or a member of their household e.g. where they have caused a fire.

If the Council decides to make a discretionary disturbance payment, evidence must be provided for all costs as reimbursement will only be paid when bills or receipts are submitted with any claims, unless we agree to pay a one-off lump sum amount. Claims can be for costs incurred when moving out and returning to the permanent property.

Examples of costs that may be covered where a tenant is temporarily decanted include:

- Removal and storage costs –the Council may either arrange the removal or storage with a company directly or reimburse the costs where it is necessary to move belongings or furniture but will require two quotes to be provided.
- Disconnection and reconnection of washing machines – we may arrange for the disconnection and reconnection cost of a washing machine, or for decants lasting more than one week we may reimburse laundry costs of up to a maximum value per week where the tenant has no access to laundry facilities.
- Telephone, Satellite/Cable TV and internet connections – we may cover the cost of monthly subscriptions where the decant lasts longer than 1 month.
- Disconnection and reconnection of cooker – we may arrange for the disconnection and reconnection of the tenant's cooker by a registered Gas Safe fitter or qualified operative (where electric).
- Redirection of mail – where the tenant is decanted for more than two weeks, we may reimburse the cost of mail redirection for all household members for up to three months.

- Rehoming for pets - where a tenant is unable to take a pet to the temporary accommodation due to restrictions placed on the property, we may reimburse reasonable temporary rehoming costs. Only households that have requested permission to keep a pet as per the Tenancy Agreement and are keeping the pet in line with the tenant obligations will be eligible.
- Carpets and floor coverings – where necessary we may arrange for the uplift and refitting of carpets and underlay. If this is not possible or partially not possible, the Council may provide replacement floor covering.
- Curtains or blinds – where necessary we may consider providing curtains or blinds in bedrooms or sitting rooms if the tenant is unable to make use of their own.
- Food – we may reimburse a daily sum for those who have to stay in a hotel or bed and breakfast and do not have access to cooking facilities or a ‘meal deal’ included with the accommodation provided.

6.3 Appeals

Where a reasonable offer of a decant property has been made and the tenant wishes to appeal, an appeal can be heard by the Housing Panel.

If any resident believes that they have not been treated in accordance with this policy, they may complain through the Councils Complaint Handling Policy.

7. Consultation

This policy has been developed in consultation with key staff within the Council. Government has directed the legal perspective of the policy, but key related stakeholders have also influenced how the Council intends to implement and manage the policy.

8. Monitoring and Review

This policy and the related procedure will be reviewed in full every two years or when there are changes in legislation to ensure they are still relevant and to incorporate change to legislation or best practise.

9. References and Resources

- Allocations Policy
- Tenancy Agreement
- Asset Management Strategy

- Repairs Policy
- Housing Income Policy
- Tenant recharge procedure
- Housing Needs Panel Protocol
- Housing Revenue Account Business Plan

10. Abbreviations and Definitions

EDI	Equality, Diversity and Inclusion
GDPR	General Data Protection Regulation
PSED	Public Sector Equality Duty

Decanting - A legal definition used to explain the process where tenants are required to move from their homes, or if a compulsory purchase order is being used due to redevelopment plans for their home.

Principal Home - The sole residential property that an individual occupies as their primary residence.

Emergency Decant - Where an unexpected event has caused a property to become uninhabitable.

Temporary Decant - Accommodation provided which may only be very short term and may not be fit for purpose for a longer term decant.

Permanent Decant - In some situations, where major redevelopment work is being undertaken, a property may be demolished or significantly altered. Where this is the case, the tenants would be permanently decanted. This would result in a new letting.

11. Appendices

Appendix 1 - Financial Assistance

Appendix 2 - Equality Impact Assessment

12. Version History

Date	Outlined Amendments	Author
May 2024	Transferred onto new template and updated	Jo Frost

Date	Outlined Amendments	Author
June 2024	AR Amendments and sign off	Amanda Rogers
July 2024	Legal Amendments and Sign Off	Amanda Rogers
August 2024	DL amendments and sign off	Denise Lewis
January 2025	KC amendments and sign off	Kerry Clifford

Appendix 1. Financial Assistance

1.1 Costs and responsibility in the decanted property

Item	Liability	Notes
Fuel used during period of occupation	Tenant	Meter to be read prior to and after occupation. If property has card/token meter tenant must purchase fuel as required
Disconnection & Connection of appliances like cooker, washing machine, dishwasher	Council	
Installation of operational TV aerial if not present	Council	
Provision of basic floor (if not present in property)	Council	

1.2 Costs at the tenant's home during the decant period

Item	Liability
Connection & Disconnection of appliances like Cooker, washing machine and dishwasher	Council
Removal of essential furniture to decant accommodation and return when complete	Council
Removal of non-essential furniture to storage and return when complete	Council
Storage costs	Council
Costs incurred on accessing furniture during storage	Tenant
Fuel/power used by contractor	Council

Item	Liability
Returning property to Lettable standard prior to return	Council
Mail redirection or keep safe service	Council (if required)

1.3 In hotel accommodation (may not available if decant required as a result of tenant's actions or omissions)

Item	Liability
Accommodation costs	Council
Meal allowances	Council
All other costs	Tenant
Damage to hotel fixtures or fittings	Tenant
additional costs are incurred such as internet, pay-tv or cleaning costs for the room	Tenant