



WILLOW TREE

HOUSING PARTNERSHIP

Decant Policy

Version:	V3
Responsibility for the Policy	Housing Manager
Date approved by Executive	January 2026
Date approved by Board (if applicable)	N/A
Date approved by RSP	February 2026
Date due for review:	Feb 2028

1. Statement of Intent

This policy sets out Willow Tree Housing Partnership's (WTHP) commitment to provide a customer centred approach to decanting tenants and to ensure that decants are conducted in an efficient and equitable manner.

2. Policy Objectives

WTHP recognises that occasions may arise when it becomes necessary to move tenants from their home into either permanent or temporary alternative accommodation. Traditionally decanting refers to temporary moves e.g. to allow repairs, improvements or redevelopment works to be carried out.

- 2.1. Decanting can be a stressful experience and can be particularly difficult if the tenant is elderly, unwell or has support needs. WTHP recognises this and will offer support, advice and assistance before, during and after the works are completed.
- 2.2. WTHP will endeavour to decant only if necessary i.e. if doing works whilst tenant is in situ will present a Health and Safety risk or if upheaval is such that it is not feasible to remain in the property.
- 2.3. WTHP will ensure that residents are consulted on works required at their home and re-housing options. As much notice as possible will be provided prior to any move.
- 2.4. Where the move is permanent the appropriate compensation based on the Home Loss Payments (Prescribed Amounts) (England) Regulations will be paid.
- 2.5. Where the move is temporary a home loss payment equal to the rent for the period where the tenant has moved from their home is payable.
- 2.6. For all decants (whether temporary or permanent) a Disturbance Allowance is also payable. This is to ensure the resident(s) is not financially out of pocket due to the move. Therefore, the Partnership will cover all reasonable costs associated with the move, including but not limited to;
 - Cost of removals and storage of belongings
 - Costs of altering or providing suitable flooring or curtains
 - Disconnection and reconnection costs
 - Redirection of mail
 - Costs of homing pets if they can't be taken into the new home
 - Additional travel costs for work or education
- 2.7 The Head of Housing & Customer Experience is responsible for all WTHP decants.

3. Performance Standards

4. Reference Documents

External

Land Compensation Act 1973.

The Home Loss Payments (Prescribed Amounts) (England) Regulations 2020

Internal

WTHP Decant Procedure

When setting policy, the Willow Tree Housing Partnership will ensure a golden thread of best practice runs through all aspects of its operations in respect of equality, diversity and inclusion. It will seek to minimise adverse environmental impacts arising as a consequence of its work. This approach and all policies will be reviewed on their anniversary date or as new guidance or legislation is introduced, whichever occurs sooner.