

Willow Tree Housing Partnership Limited's (WTHP) policy is to compensate residents who have to move because of major work or improvements to their home.

If you have to leave your home permanently because of improvement works, you may be entitled to a statutory home loss payment.

## What is a decant?

This is where you have to move permanently or temporarily to another home because of major work or redevelopment. This might be because WTHP is redeveloping a property or carrying out significant repair work to your home.

## Permanent Moves

If you have to move permanently because your home is being redeveloped or sold, WTHP is obliged to make a home loss payment if you have occupied your home for more than 12 months. Only one payment is made per property, joint tenants have to share the payment, and it is only payable if you have to move; there is no payment for voluntary moves.

The amount of any home loss payment is set by statute. At the time of writing the home loss payment is £7,800 (2022). WTHP staff will help you to claim the home loss payment.

## Temporary Moves

If you have to move temporarily because WTHP needs to carry out major work to your home, we will always talk to you about the work we need to do, give you some idea of how long you may be away from your home, and provide help to move. We will also help to find somewhere suitable, although you may need to use a HomeChoice service.

You are not entitled to a home loss payment for a temporary move, however, WTHP will cover the cost of your move, and may make a payment for disturbance caused by the move.

## What help will I receive?

For both temporary and permanent moves WTHP will help you to move by:-

- signposting you to bid on the local council's HomeChoice scheme
- arranging the removal of your belongings to the new home
- storing furniture
- lifting and refitting carpets
- providing temporary carpets or curtains for the new home
- paying reasonable travelling expenses
- paying reasonable costs of the move, such as redirecting the post, connection and reconnection charges etc.

## Major work

Sometimes WTHP may carry out major work but it will be easier for you to remain in your home. This might be when we have significant damp work to complete or where floors or walls are being repaired.

Normally if a kitchen or bathroom is being replaced you will not need to move and will have access to the basic facilities while the work is underway. In limited circumstances, however, where this is not possible, you may remain in your home without full access to a kitchen or bathroom. WTHP will usually provide some temporary arrangement for you to cook or wash if this is needed.

In these cases WTHP may make a payment for disturbance. For example, we might pay for you to use a launderette, get take out food, or stay with friends for a short period. We will discuss this with you and agree any payments before the work starts.

Wherever possible we will try to keep any disruption to a minimum.

## Claims for inconvenience and loss of earnings

WTHP will not normally make payments for inconvenience or loss of earnings, but we will consider making a payment in some limited circumstances.

## How to make a claim?

Normally, WTHP staff will help you to make any claim for home loss or disturbance. You can, however, make a claim by writing to WTHP or by completing a claim form which is available from WTHP on 01934 750780. You will be expected to provide documentary evidence of your expenses when you move. If you are unable to do so, WTHP may be unable to make a payment, so it is important to keep your receipts.

We will consider your claim and write to you to give you our answer. If we accept a claim we may make an offer to you. If you accept the offer we may pay you by cheque or by temporarily reducing your rent. However, if you are in arrears or owe other charges, any payment will be deducted from the arrears.

## Who else may be able to help?

You could contact your local Citizens Advice Bureau or Shelter.

### The Housing Ombudsman Service

The Housing Ombudsman Service was set up by Parliament to deal with complaints against Housing Associations. They are not on the side of the landlord or resident, but form their own views on an impartial basis. You can complain to the Housing Ombudsman about the way your home is managed or the way that Willow Tree deals with you. Normally you need to go through WTHP's complaints procedure before contacting the Housing Ombudsman.

Phone 0300 111 3000

E-mail [Info@housingombudsman.org.uk](mailto:Info@housingombudsman.org.uk)

### Head Office registered at:

Eastbridge House, Pill Road, Rooksbridge,  
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### Devon Office:

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