

Support Move (Decant) Policy

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Executive Lead (Owner):	Executive Director of Customer Services					
Author (Leadership Team member):	Director of Customer Services					
Which Strategy does this support?	Landlord Resident Strategy					
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Date created:	May 2015					
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Review date:	April 2025					
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Current status:	Draft	<input type="checkbox"/>	Final	<input checked="" type="checkbox"/>		
IMPACT ASSESSMENTS						
Equality Impact Assessment						
STAGE 1 completed?	STAGE 2 required?	No	<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	
<input checked="" type="checkbox"/>		If not required, state reason:				
Customer Impact Assessment						
1) Is this one of the agreed policies requiring resident consultation? Please refer to: Our policies - Settle		Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	
2) If yes, please confirm resident consultation has taken place		<input checked="" type="checkbox"/>	Briefly detail changes arising from resident feedback: Residents highlighted the following three things as areas for improvement: 1) clarity in communication during in a supported move, 2) accessibility of the Policy, and 3) a clearer process with key steps and timelines. Following resident feedback, we have added more detail into the Policy and the process will managed by one team to ensure the resident has a direct point of contact throughout.			
APPROVAL						
Approval journey:	Executive Team	Committee				Board
		ARC	DAC	Ops	NRC	
	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Date approved:	18/06/2025					
Which Regulatory Standard does this Policy support?	Economic					
	Governance & Viability	Rent		Value for Money		
	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>		

	Consumer			
	Neighbourhood & Community	Safety & Quality	Tenancy	Transparency, Influence & Accountability
	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Associated legislation	Decent Homes Standard 2006 Housing Act 2004 Homes (Fit for Human Habitation) Act 2018 Land Compensation Act 1973 Landlord and Tenant Act Housing Act 1985			
Associated procedures	Supported Move (Decant) Procedure			
Does this Policy contains delegated authority?				

Support Move (decant) Policy

Introduction

Settle has a legal and contractual duty as a landlord to provide homes that meet the Decent Homes Standard. We aim to maintain and improve our homes to a high standard, and to continue to develop high quality affordable housing. Sometimes we may need to move (decant) residents to another property because we must carry out repairs that cannot be completed while residents are living in the property. We may also move (decant) residents because redevelopment/regeneration is necessary due to the property age and condition. We recognise the important role we play in providing clear communication and support in these situations.

This Policy aligns to our Landlord Resident Strategy and sets out our approach and the support we provide when residents are required to move home.

We are committed to doing as much as is practically possible to enable all residents to access and understand our services, Equality Impact Assessment (EIA) and resident feedback considered in developing this Policy.

Purpose

We know that moving home, temporarily, or permanently can be disruptive.

This Policy:

- Sets out Settle's approach when significant or urgent repairs and or improvement work is required, that cannot be completed in occupation;
- Covers when a resident is required to move due to redevelopment or regeneration of their home, and
- Ensures we are compliant with The Decent Homes Standard 2006 and the Fitness for Human Habitation Act 2018 sets out the legal requirements and standards for delivering decent homes, including the Housing Health and Safety requirements that all social housing providers must meet. It also ensures compliance set under the Social Housing (Regulation) Act 2023, which require landlords to address damp and mould hazards within specific timeframes.

Scope

This Policy applies to all residents living in a Settle home.

The scope of this Policy covers several key areas:

- how we assess and determine whether a decant is necessary;
- the processes we use to consult with residents and ensure that individual household needs are taken into account when considering alternative accommodation;
- our overall approach to supporting affected residents, including the provision of financial assistance; and
- the legal requirements that Settle, as a landlord, must fulfil throughout the process.

Section 2 – Policy

2.1 Policy Principles

- We act in-line with all statutory and regulatory obligations.
- Where health and safety risks are identified, we act quickly to start the decant process, including providing out of hours support where appropriate.
- We are transparent about the supported move process, so residents are aware of the reasons for the decant and what to expect from Settle.
- We communicate proactively and work closely with the resident being moved to ensure our approach is tailored to their individual needs.
- We recognise that moving home can be a disruptive and stressful experience, so we act with empathy to ensure a positive relationship is maintained between us and the household being moved.
- We are fair and consistent in how we assess compensation for disturbance.

2.2 Policy Detail and Outcome

Emergency decants

- If you must move due to an emergency, such as in the event of a serious flood or fire we will support you in making an application to the Local Authority's Homeless Person's Unit for temporary accommodation while we carry out repairs.
- If you have insurance cover, you should check to see if it covers temporary accommodation in the event of an emergency.
- If we can make an insurance claim due to the nature of the repair and the Local Authority will not house you, we will make arrangements for temporary accommodation for you while repairs are carried out.

Temporary moves

- Where an inspection reveals that a temporary decant may be needed, we will act quickly, ensuring a thorough health and safety risk assessment has been conducted.
- In an emergency, we may temporarily decant to a hotel while we seek alternative temporary accommodation.
- Where repairs are due to take longer than 6 months, we may consider a permanent move to minimise disruption.
- We will appoint a single point of contact for residents to address any concerns and receive regular updates throughout the decant process.
- We will conduct a 'decant needs assessment' with residents and provide guidance and outline the support we can provide, considering any protected characteristics or vulnerabilities.
- When seeking alternative accommodation, we will consider the individual circumstances, including reasonable distance from work, schools and support networks as far as possible
- For residents who choose to stay with friends and family, we will regularly reassess the circumstances, especially if there are delays or if the expected completion of works takes longer than anticipated.
- We will inform residents about the costs they are responsible for, including rent for their main residence or temporary accommodation, as well as utility payments such as gas, electricity, internet, and phone bills.

- We will provide guidance on the expenses we will cover, such as transportation, connection and reconnection charges, food, and other costs while decanted.
- We will arrange access to the unoccupied property for contractors and trades people and we ask that residents do not return to the property during periods of work for their own health and safety and the health and safety of our colleagues and contractors.
- If you do need to return, Settle has a duty of care to ensure that the property is safe for you to do so. We will make an appointment with you, to ensure that it is safe. We will accompany you on that appointment.
- If a resident's fixtures and furniture remain in the property, we will agree a full inventory and agree on how the belongings will be stored and safeguarded from damage before any work begins. We will ask you to sign a disclaimer and to remove all personal belongings and items of value.
- Before a resident returns to their main residence, a thorough inspection and health and safety check will be completed to ensure the property is fit for habitation. Any snagging issues will be communicated to the resident, along with a clear plan of action and timelines for resolution.

Permanent move

- If your move is permanent, due to redevelopment or regeneration, we will register you on our Choice Based Lettings scheme, so that you can bid for a property. You will be assigned a priority band A and be able to bid for an agreed period. Once that period has lapsed, we will look for a direct offer of a property that meets your housing need. We will help if you need support with bidding.
- When you move home, to another social rented property, we will continue to charge you the same rent at your new property unless you move to a property with more or fewer rooms.

Desired outcomes

- Residents feel supported and are confident that their views and needs are fully considered throughout the decant process.
- All colleagues are confident in assessing when a supported move is required and understand the importance of supporting residents throughout.
- Our approach is fair, clear and transparent to all.

Section 3 – Roles and responsibilities

3.1 Key Roles and Responsibilities

- The Operations Committee, which operates under the jurisdiction of the Board, is responsible for reviewing and monitoring this Policy.
- The Executive Director of Customer Services as Policy owner has strategic oversight of this Policy and is responsible for ensuring it is reviewed in line with review requirements.
- The Complex Case Panel is responsible for monitoring all supported moves undertaken, reporting to the Director of Housing on progress and to the Tenant and Resident Assurance Panel (TRAP) for escalation.
- All supported moves are signed off by a member of the Housing Management team and residents are notified of the outcome in writing.

Section 4 – Compliance and Enforcement

4.1 Compliance

- Cases are monitored through Complex Case Panel and can be escalated to the Tenant and Resident Assurance Panel (TRAP) where necessary. Further reporting will be developed to be monitored at TRAP.
- We will monitor feedback from residents, through a new survey completed after a supported move and through complaints ensuring that we are compliant with this Policy and continue to improve the service and the support we offer to all residents.
- To ensure all colleagues are confident in assessing when a supported move is required training will be provided to all relevant colleagues in the Housing and Repairs teams with completion tracked through Settle for Success.
- This Policy will be uploaded to Cezanne so we can ensure 100% of relevant colleagues have read and understood the approach to supported moves.
- To ensure our approach is fair, clear and transparent we are developing a Panel to assess all supported moves. Each case will be reviewed by a Panel of at least three senior managers following the completion of equality impact assessment to ensure we take in to account any reasonable adjustments the resident might need.

Section 5 – Related Policies, Procedures and Key Documents

Related Policies

Common Housing Allocation Scheme Policy
Customer Care and Complaint Resolution Policy
Damp and Mould Policy
Disposal of Assets Policy
Disrepair Policy
Repairs Policy
Tenancy Policy
Vulnerable Customers Policy

Related Procedures

Supported Move (Decant) Procedure

Key Documents

Asset 2030 Plan priorities for 2025/26
Development & Regeneration Strategy
Decent Homes Standard
Landlord Resident Strategy
Repairs Standard

Section 6 – Review, Approval, Publication

6.1 Review and Approval

This Policy will be review every 3 years, or sooner should there be a material change.

Section 7 – Document Control

Document Name	Supported Move (decant) Policy
Approval Date	18 th June 2025

Approved By	Executive Team
Version Number	V1.0
Version History	May 2015
	July 2023
	April 2025

IMPACT ASSESSMENT EVIDENCE					
EQUALITY IMPACT ASSESSMENT ATTACHED		Stage 1		Stage 2	
		<input type="checkbox"/>		<input checked="" type="checkbox"/>	N/A <input type="checkbox"/>
CUSTOMER IMPACT ASSESSMENT Resident feedback		Attached <input type="checkbox"/>		N/A <input type="checkbox"/>	
PUBLISHING REQUIREMENTS					
INTERNALLY	<input checked="" type="checkbox"/>	WEBSITE	<input checked="" type="checkbox"/>	SETTLE CONNECT	<input type="checkbox"/>

OFFICE USE ONLY	
RELEVANT 'APPROVAL LOGO' ADDED TO COVER	<input type="checkbox"/>
<i>Keywords for search function</i>	