

Resident Summary

Decanting

Version: 08/2007

Introduction

This Resident Summary explains what happens when the Group needs to move residents either temporarily or permanently from their homes.

The summary applies mostly to residents who rent their homes and in some instances to residents who have bought their home under a leasehold agreement with:

- Southern Housing Group Ltd
- Southern Housing Home Ownership Ltd.

What is decanting?

When residents have to move so that the Group can carry out refurbishment, demolition or disposal to the property, this is called decanting.

Decanting can be temporary, for example when the Group's properties need major repairs or modernisation and it is necessary to move residents to another property while the works are completed. Decanting can also be permanent, such as when a property will have to be demolished as part of a major regeneration scheme.

Will I be compensated for the inconvenience?

There are two payments that may be made to residents who decanted from their homes depending on the circumstances.

Homeless: This will be paid to you if you have no choice but to move out permanently. To qualify you must have lived at the present address for at least one year as your only or main residence. The amount payable is reviewed every September. Up until September 2009 the full payment is £4,700. If you are in arrears with your rent, we may use your homeless payment to clear the balance.

Disturbance Allowance: This is a payment to compensate for the actual costs of moving and does not require the one year residence to be eligible. A second disturbance allowance will be paid when moving back to the permanent home.

Neither of the payments described above would apply to someone already actively seeking a transfer who was offered an alternative home in advance of the refurbishment programme.

What type of costs does the Disturbance Allowance cover?

The costs met by the disturbance payment include:

- Furniture removals
- Making alterations or providing new soft furnishings (carpets, curtains and blinds)
- Disconnection of telephones and appliances
- Redirection of mail
- Redecoration
- Refitting of aerials and satellite dishes
- New school uniforms

There may be other costs associated with the move. These costs will be discussed and agreed with you prior to the move. There is no fixed level for disturbance payments although there are guidelines setting out the maximum that can be paid for different things. Sometimes a 'lump sum' may be offered rather than submitting receipts and invoices for each individual thing.

Will I be able to choose where I move to?

Every effort will be made to find a suitable alternative home, whether it be temporary or permanent. You will be visited to discuss your preferences. In some cases particular properties may be used on a rolling basis with families moving

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in and out as their own home is ready to be reoccupied.

You will be made one, or possibly more, reasonable offers that meet your preferences as far as possible. If, however you unreasonably refuse such an offer the Group may consider taking legal proceedings to recover possession of your current home as significant financial penalties could be incurred if the planned works are delayed.

What size property will I move to?

Usually you would be offered the same size property as you currently occupy, however if you are already overcrowded in your current home you may be offered a larger home. If you currently live in a larger home than you need and decide to move to a smaller property then an additional payment may be offered to you in addition to other payments that you will be eligible for.

Ultimately if properties are unreasonably refused legal action can be taken.

Will I get help with the practical problems of moving?

A member of your Housing Management Team will visit you to discuss the amount of assistance you may need with such things as arranging removals and the disconnection and reconnection of services.

Where a resident has a particular vulnerability additional help will be made available.

Will this affect my rent or tenancy?

If you are moving temporarily you will retain the tenancy of your main permanent home and will be asked to enter into a temporary agreement for the temporary home. You will be asked to pay the lower of the two rents. If your own home is undergoing essential repairs then any Housing Benefit claim can continue to run regardless of any change in rent.

If the two properties are in different areas you will have to notify the Housing Benefit office covering the place where your permanent home is that you have moved temporarily.

Further information

If you would like any more information on this or any of our other policies please contact us using the details below.

Owner of the version: PST

Date of next review: TBC

Contact us

If you live anywhere in the UK except the Isle of Wight, phone us on **0300 303 1771**

If you live on the Isle of Wight, phone us on **0300 303 1772**

All residents

Service Centre opening hours
8am to 8pm, Monday to Friday

Email us at
service.centre@shgroup.org.uk

Write to us at **Service Centre,**
Southern Housing Group,
PO Box 643, Horsham RH12 1XJ

Visit our website at
www.shgroup.org.uk

For help with translations, or if a large type, Braille or audio summary would be useful, please contact the Service Centre.

Arabic

لمساعدتك في الترجمة يرجى الاتصال بمركز الخدمة على هاتف 0300 303 1771

Bengali

অনুবাদ সাহায্য পেতে হলে সার্ভিস সেন্টারে 0300 303 1682 নম্বরে ফোন করুন।

French

Si vous souhaitez recevoir de l'aide avec vos traductions, appelez le 0300 303 1771.

Somali

Wixii ah caawimo turjumaan ka soo wac Xarunta Adeegga telefoonka 0300 303 1771.

Spanish

Si necesita que le ayudemos con alguna traducción, llámenos al 0300 303 1771.

Turkish

Tercüme konusunda yardım için 0300 303 1683 'den Hizmet Merkezi'ni arayın.