

DECANT POLICY
FEBRUARY 2026

1. PURPOSE

1.1 This policy sets out how Quadrant Brownswood Tenants Cooperative (“the Co-op”) will manage situations where tenants must move from their homes temporarily or permanently due to essential works, redevelopment, or other factors that make their homes dangerous or uninhabitable.

1.2 The aims of the policy are:

- To ensure the Co-op provides an effective and clear policy in relation to decanting tenants
- To make clear the reasons why decanting will be required.

2. DEFINITIONS

2.1 For the basis of this policy a Decant means – moving a tenant temporarily or permanently from their home into another appropriate property.

2.2 Temporary Decant – tenants will return after works.

2.3 Permanent Decant – tenants cannot return due to redevelopment or disposal.

2.4 This policy applies to all members and tenants of the Co-op affected by major repairs or emergencies where a property is unsafe for occupation.

3. PRINCIPLES

3.1 The Co-op will provide alternative accommodation for its tenants if their home is not safe to live in.

3.2 The circumstances in which a tenant may be moved includes but is not limited to:

- i. Fire damage
- ii. Flood damage
- iii. A suitably qualified person deems it unsafe to remain
- iv. Major works are required in the property.

3.3 Any decant offer will need to be approved by the Management Committee (MC). Tenants can appeal the MC’s decision within 14 days and, if unresolved, escalate their concern about this or any other aspect of the decant process via the Co-op’s Complaints Policy or the Housing Ombudsman.

3.3 Decanted tenants should suffer no financial loss.

3.4 The Co-op’s Lettable Standard Policy will be applied to Permanent Decants. How far this Policy can be applied to Temporary Decants will be treated on a case-by-case basis – it will depend on the expected length of the decant, the condition of the property to which tenants are being decanted and their individual needs - at the very least, the Co-op will ensure the temporary decant is clean, safe, secure, and in good repair.

3.5 Decanting will not affect Co-op membership or Tenancy rights. Tenants who are decanted permanently will be issued with the same Tenancy Agreement as they had in the home from which they were decanted.

4. CONSULTATION AND COMMUNICATION

4.1 The Co-op will notify tenants about decant arrangements, provide regular updates, hold individual meetings, and offer support. How much notice tenants are given about decanting will depend on the reason they have to move (e.g. emergency or planned major works) but they will be informed as soon as possible.

4.2 In accordance with the Co-op's Equality & Diversity and Communication Policies, the Co-op will ensure fairness, respect, clear communication, and minimal disruption to tenants during any decant process.

5. RENT AND COUNCIL TAX

5.1 Tenants decanting temporarily or permanently will never have to pay more rent than they did in the property that they had to leave; in some instances, it may be less.

5.2 The Co-op will provide advice and support to decanting tenants (temporary and permanent) on housing or other benefits.

5.3 Permanent Decants will have to pay the Council Tax in their new home. As Council Tax is set by local authorities, this may be more, or less if tenants are moving into a different borough.

5.4 Council Tax for Temporary Decants will be agreed on a case-by-case basis and will be dependent on the length of the decant and advice from the local authority – the Co-op will provide support to tenants decanting temporarily to achieve what has been agreed.

6. FINANCIAL SUPPORT

The Co-op will cover the cost of:

- Removals and packing/unpacking
- Disconnection/reconnection of gas, electricity, water, phone, and broadband
- Reinstallation of appliances (cooker, washing machine, etc.)
- Mail redirection (Royal Mail)
- Storage of furniture (for temporary decants)
- Carpet fitting or curtain/blind alterations (if necessary)
- Replacement of items damaged during removal.

7. VULNERABLE TENANTS

The Co-op will provide additional support for tenants with disabilities, medical needs, or other vulnerabilities, including help with packing or liaising with support agencies.

8. POLICY REVIEW

This Decant Policy will be reviewed and updated if there are any changes to social housing regulation which may affect the Co-op's tenants.