

# Housing Operations Policies & Procedures



watford  
community  
housing

## Home Move Policies and Procedures

Section	Contents
1.	Policy Objective
2.	Legislative and Regulatory Requirements
3.	Scope and Definitions
4.	Vulnerable Customers – Support during Rehousing
5.	Customer Feedback
6.	Related documents
7.	Appendices
8.	Approval of Policies
<b>Appendix 1 – Temporary Home Move Policy</b>	
9.	Introduction
10.	Temporary Home Move
11.	Temporary Accommodation
12.	Subsistence Payments
<b>Appendix 2 – Permanent Home Move Policy</b>	
13.	Introduction
14.	Permanent Home Move Consultation
15.	Permanently Rehousing Tenants
16.	Permanently Rehousing Shared Owners and Leaseholders
17.	Home Loss and Disturbance Payments
18.	Options for Commercial Leaseholders
<b>Appendix 3 – Temporary Home Move Procedure</b>	
<b>Appendix 4 – Permanent Home Move Procedure</b>	

<b>1.</b>	<b>Overall Policy Objective</b>
1.1	This Policy details the approach Watford Community Housing ('WCH') takes should a customer require to vacate a property either temporarily or permanently. It provides guidance on our obligations in these areas in order to ensure decants are managed in an efficient and equitable way, in accordance with relevant legislation and with the least possible disturbance to affected customers.
1.2	Our aim is to ensure that home moves are carried out in a sensitive manner, recognising the significant impact a home move can have on people's lives. We aim to ensure that all home moves are wherever possible, achieved with the agreement of affected customers.
<b>2.</b>	<b>Legislative &amp; Regulatory Requirements</b>
2.1	<p><u>Legislative</u></p> <ul style="list-style-type: none"> <li>• Land Compensation Act 1973</li> <li>• Planning and Compensation Act 1991</li> <li>• Housing Act 1985</li> <li>• Housing Act 1996</li> <li>• Town and Country Planning Act 1990</li> <li>• Human Rights Act 1998</li> <li>• Homelessness Act 2002</li> <li>• Homelessness Reduction Act 2017</li> <li>• Housing Act 2004</li> <li>• Housing and Regeneration Act 2008</li> <li>• Home Loss Payments (Prescribed Amounts) (England) Regulations 2023 (<b>nb these are revised annually</b>)</li> <li>• Assured Shorthold Tenancies Notices &amp; Prescribed Requirements Regulations 2015</li> <li>• General Data Protection Regulation 2016 and Data Protection Act 2018</li> </ul> <p>2.1.1 Disturbance and Home Loss compensation will be in accordance with the Land Compensation 1973 (as amended by annual increases to home loss payments by The Home Loss Payments (Prescribed Amounts) (England) Regulations) and the Planning and Compensation Act 1991 Act.</p>
2.2	<p><u>Regulatory</u></p> <p>Regulatory standards apply to any <b>tenants and shared owners</b> affected by a temporary or permanent home move.</p> <p>2.2.1 <b>RSH Consumer standards 2024:</b></p> <p>2.2.2 <b>Safety and Quality Standard (Consumer standards 2024)</b></p> <p><b>2.1 Stock Quality</b></p> <p>b) compliance with the Decent Homes Standard</p> <p>c) delivery of repairs, maintenance and planned improvements to homes</p> <p>2.2.3 <b>2.2 Health and Safety (Consumer standards 2024)</b></p> <p>2.2.1. Registered providers must identify and meet all legal requirements that relate to the health and safety of tenants in their homes and communal areas.</p> <p>2.2.2 Registered providers must ensure that all required actions arising from legally required health and safety assessments are carried out within appropriate timescales.</p>

2.2.4	<p>2.2.3 Registered providers must ensure that the safety of tenants is considered in the design and delivery of landlord services and take reasonable steps to mitigate any identified risks to tenants.</p> <p><b>2.3 Repairs, maintenance and planned improvements (Consumer Standards 2024)</b></p> <p>2.2.1. Registered providers must identify and meet all legal requirements that relate to the health and safety of tenants in their homes and communal areas.</p> <p>2.2.3 Registered providers must ensure that the safety of tenants is considered in the design and delivery of landlord services and take reasonable steps to mitigate any identified risks to tenants.</p>
2.2.5	<p><b>The Transparency, Influence and Accountability Standard (Consumer Standards 2024)</b></p> <p><b>2.2 Engagement with tenants</b></p> <p>2.2.3 Registered providers must provide accessible support that meets the diverse needs of tenants so they can engage with the opportunities in 2.2.1 and 2.2.2.</p> <p><b>2.3 Information about landlord services</b></p> <p>3.1. Registered providers must provide tenants with accessible information about the:</p> <ul style="list-style-type: none"> <li>a) available landlord services, how to access those services, and the standards of service tenants can expect</li> <li>b) standards of safety and quality tenants can expect homes and communal areas to meet</li> <li>d) responsibilities of the registered provider and the tenant for maintaining homes, communal areas, shared spaces and neighbourhoods.</li> </ul> <p>2.3.2 Registered providers must provide tenants with accessible information about tenants' rights in respect of registered providers' legal obligations and relevant regulatory requirements that registered providers must meet in connection with the homes, facilities or landlord services they provide to tenants. This must include information about:</p> <ul style="list-style-type: none"> <li>a) the requirement to provide a home that meets the government's Decent Homes Standard;</li> <li>b) the registered provider's obligation to comply with health and safety legislation;</li> <li>c) the rights conferred on tenants by their tenancy agreements including rights implied by statute and/or common law, in particular— <ul style="list-style-type: none"> <li>i) the right to a home that is fit for human habitation; and</li> <li>ii) the right to receive notice of a proposed visit to carry out repairs or maintenance or to view the condition and state of repair of the premises; and</li> </ul> </li> <li>d) the rights of disabled tenants to reasonable adjustments.</li> </ul> <p>2.3.3 Registered providers must communicate with affected tenants on progress, next steps and outcomes when delivering landlord services.</p>

<b>3.</b>	<b>Overall Scope and Definitions</b>
3.1	<u>Definitions</u>

3.1.1	<b>Compulsory Purchase Order (CPO):</b> a legal remedy enabling Local Authorities to obtain land or property without the consent of the owners in certain circumstances.
3.1.2	<b>Home Move:</b> The terminology used to refer to ‘decanting’ which is a legal term used to describe the <b>necessity</b> of moving occupiers from their homes temporarily or permanently where one of the circumstances in section 3.2.1 arises.
3.1.3	<b>Defect Liability Period:</b> the prescribed period (usually 12 months from practical completion but can vary in some cases) under a Developer’s construction contract with the Group after practical completion under which they agree to remedy any defects in the construction work they have performed and before the development can be handed back to the Group. These can include design deficiencies, material deficiencies, specification problems or workmanship deficiencies.
3.1.4	<b>Permanent Home Move:</b> a situation where it is envisaged that a customer <u>cannot</u> return to their property as a result of works, repairs, or redevelopment to the property or if the current home is no longer deemed suitable by a housing panel. A customer will not be regarded as permanently displaced if there is an intention to return them to their original home at completion of the work. Similarly, there will not be a permanent home move situation where the customer, for reasons of personal preference, chooses to stay in the affected accommodation or other accommodation after the work(s); in this situation WCH may choose to acquire the home under a CPO.
3.1.5	<b>Temporary Home Move:</b> a situation where customers vacate their property and are expected to return to their property once necessary works are complete, or it is safe to inhabit the home again.
3.1.6	<b>Emergency situation:</b> refers to an emergency, such as flood or fire, where a customer cannot immediately return to their property.
3.1.7	<b>Major Repairs</b> may include but are not limited to the following: - <ul style="list-style-type: none"> <li>• Major damp proofing;</li> <li>• Emergency structural issues; and</li> <li>• Serious flooding or fire which makes the majority of living spaced unusable.</li> </ul>
3.1.8	<b>Tailored Local Offer:</b> that affects an estate or a defined geographic area, a scheme-specific home move strategy may be produced, and customers will be decanted in accordance with this strategy.
3.1.9	<b>The use of the term ‘customer’ in this Policy applies to tenants, leaseholders, and shared owners unless one of these groups is specifically referred to.</b>
3.2	<u>Scope</u>
3.2.1	These Policies apply to Watford Community Housing Group, including its subsidiary and joint venture companies.
3.2.2	These Home Move Policies and Procedures apply to situations where it is necessary and unavoidable to move customers <b>temporarily</b> or <b>permanently</b> from their property in the following situations: -
3.2.2.1	<b>Temporarily</b> <ul style="list-style-type: none"> <li>• Serious housing management issues</li> <li>• Major repairs</li> </ul>
3.2.2.2	<b>Permanently</b> <ul style="list-style-type: none"> <li>• Demolition</li> <li>• Redevelopment</li> <li>• Sale of the property</li> </ul>

	<ul style="list-style-type: none"> <li>• Serious housing management issues</li> <li>• Where the current property is no longer deemed “suitable” for the customer by a housing panel</li> </ul>
3.3	<b><u>Market Rent and Assured Shorthold Tenancies</u></b>
3.3.1	This Policy does not apply to tenants on Market Rent or Assured Shorthold Tenancies (ASTs).
<b>4.</b>	<b>Vulnerable Customers – Support during Rehousing</b>
4.1	In all situations where a vulnerable customer is required to vacate their property, they will be supported by WCH as appropriate. We will work within the definitions of our Vulnerable Customers Policy. We will work collaboratively with appropriate external support agencies in all cases to ensure tailored support is given to our customers during the home move period. The nature of support given will vary according to the whether the customer is a tenant or leaseholder/shared owner. On occasions this may include agreeing a schedule of visits to ensure continued support.
4.2	During a permanent home move, a member of staff from the Housing Team will be assigned as the central point of contact, addressing any queries from affected customers which require cross-departmental responses and solutions and assisting with any challenges arising due to the move.
<b>5.</b>	<b>Customer Feedback on Decants</b>
5.1	Where a <b>customer</b> provides feedback (positive or negative) about a a temporary or permanent home move, this should be handled in accordance with our Customer Feedback Policy and Procedure in the normal way.
<b>6.</b>	<b>Related documents</b>
	<ul style="list-style-type: none"> <li>• Vulnerable Customers Policy</li> <li>• Access to Housing Policy</li> <li>• Insurance Policy and Procedure</li> <li>• Alterations Policy and Procedure</li> <li>• Abandonment of Property and Vehicles Policy and Procedure</li> <li>• Customer Feedback Policy and Procedure</li> <li>• Tenancy Policy</li> </ul>
<b>7.</b>	<b>Appendices</b>
	Appendix 1 – Temporary Home Move Policy Appendix 2 – Permanent Home Move Policy Appendix 3 – Temporary Home Move Procedure Appendix 4 – Permanent Home Move Procedure
<b>8.</b>	<b>Approval of Policies</b>
	Approved by: EMT February 2024
	Approved by CEC: March 2024
	Review date: February 2029
	Policy ‘owner’: Housing Operations Manager

# Appendix 1

## Temporary Home Move Policy

<b>9.</b>	<b>Introduction</b>
9.1	WCH will offer a temporary home move to <b>tenants</b> who cannot safely remain in their property. Any <b>tenants</b> required to move out of their home on a temporary basis will retain their tenancy rights to the property.
9.2	A Home Move will be considered in the following cases: <ul style="list-style-type: none"><li>- Serious Housing management issues; and</li><li>- Major Repairs</li></ul>
<b>10.</b>	<b>Temporary Rehousing</b>
10.1	Where a <b>tenant</b> is required to move on a temporary basis (i.e. it is intended for the tenant to return to the property at the end of the work(s), we will be as flexible as possible in our approach to each individual case.
10.2	When the need for a temporary home move arises, the first option to be explored is the extent to which the household could stay with friends or family. During the home move period, the household would receive financial assistance as described at section 11 below. If this option is not possible, or has been exhausted, we will then consider the following other options, where they are available: <ul style="list-style-type: none"><li>- Staying in a local bed &amp; breakfast or hotel;</li><li>- Staying in a WCH Independent Living/Flexicare guest room; or</li><li>- Staying in a vacant WCH property</li></ul>
10.3	These options will be considered in light of the particular household circumstances including but not limited to: the size of household, preferred location(s), predicted length of stay, personal circumstances and support requirements. Under Tenancy Agreements dated 2016 onwards, WCH tenants agree to work collaboratively with us on a potential temporary move.
10.4	WCH cannot accommodate pets (unless a recognised assisted dog) during a temporary home move; tenants may be able to put in place temporary arrangements for pets under their own home contents insurance cover.
10.5	In the first instance, we would encourage <b>tenants</b> and their household occupants to source their own temporary accommodation e.g. with friends or family.
10.6	For <b>tenants</b> , we will endeavour to offer alternative accommodation that is available and deemed suitable where possible. Therefore, it may be necessary for WCH to offer temporary accommodation which is smaller or different than the decanted property. Where emergency works may take longer than originally anticipated, we should look to provide the most suitable accommodation which may mean moving affected tenants from Hotels/B&B accommodation.
10.7	During a temporary home move, <b>tenants</b> will continue to pay rent and services charges to WCH for their permanent home, as well as Council Tax to the relevant local authority.
10.8	WCH will only make <u>two</u> offers of suitable alternative accommodation to <b>tenants</b> , after which we would need to consider formal options to facilitate a move. Tenants will then sign a Home Move Acceptance Form to agree the accommodation and time period of the home move, please see section 5 of the Temporary Home Move Procedure.

10.9	<b>Leaseholders and Shared Owners</b>
10.9.1	For <b>leaseholders/shared owners</b> , it will be for insurers to consider the need for alternative accommodation and offer advice and guidance under the relevant buildings' insurance cover. WCH will revert back to the terms of the Lease to clarify our obligations.
10.9.2	Where properties are within a Defect Liability Period, the relevant developer will be contacted at the first available opportunity together with any warranty provider (where appropriate) to remedy the defect.
<b>11.</b>	<b>Temporary Accommodation</b>
11.1	If you are currently living in Temporary Accommodation or have been placed there as a result of a home move, and need to report a repair, you should contact your housing officer or temporary accommodation officer.
11.2	Your housing officer/temporary accommodation officer will then report to the relevant repairs team, who will respond to the issue within WCH's repairs response time.
11.3	Depending on the severity of the repair, you may be asked to move accommodation whilst the issue is resolved, however your housing officer/temporary accommodation officer will update you throughout the process.
<b>12.</b>	<b>Subsistence Payments</b>
12.1	If a <b>tenant</b> and their household choose to stay with family/friends, they will be entitled to the following subsistence payment: £25 per adult per night and £10 per child per night as a contribution towards the cost of food and drink (up to maximum payment of £100 per day). (nb. This is not intended to cover full costs, as these costs would still have to be met if the tenant was living at home).
12.1	WCH will make payments directly to the hotel/B&B at intervals throughout the stay for the cost of the accommodation plus breakfast and evening meal.
12.1.2	The subsistence payments should be arranged to be made weekly throughout the Home Move to ensure the customer has sufficient funds, The tenant will receive a Financial Assistance Form to clearly set out the payment breakdown. This should be kept updated by the officer and recorded on mri.
12.2	<b>Discretionary Expenses</b> We would consider paying other expenses directly to the tenant or via their rent account on a case-by-case basis such as the need to move existing white goods to the temporary accommodation.



# Appendix 2

## Permanent Home Move Policy

<b>13.</b>	<b>Introduction</b>
13.1	We aim to ensure that Permanent home move are, wherever possible, achieved with the agreement of affected customers.
13.2	permanent home move refer to situations where a customer is permanently 'decanted' out of the property and there is no intention for them to return.
13.3	A permanent home move may be required due to one of the following reasons: <ul style="list-style-type: none"><li>• Demolition;</li><li>• Redevelopment;</li><li>• Sale of the property; or</li><li>• Serious housing management issues</li></ul>
<b>14.</b>	<b>Permanent home move Consultation</b>
14.1	WCH will carry out consultation with affected customers fully before any intended permanent home move, clearly setting out the reason(s) for the home move, the proposals for the customers' relocation, the customer's housing needs and those of their household and the financial support package being offered, taking into account the customers' views on these matters.
<b>15.</b>	<b>Permanently Rehousing Tenants</b>
15.1	The following rehousing options are available to <b>tenants</b> permanently moving: <ul style="list-style-type: none"><li>• two suitable offers within WCH stock;</li><li>• bidding for another home on a Choice Based Letting Scheme in the local area (banding will be applied by the Local Authority);</li><li>• pursuing an alternative housing option.</li></ul>
15.2	<b><u>Suitable Offers within WCH Stock</u></b>
15.2.1	We may offer accommodation directly to the tenant where an available property suits their household's needs. This would need to be agreed with the relevant Local Authority. The tenant would have a new tenancy but would retain their original tenure.
15.2.2	WCH will only make <u>two</u> offers of suitable alternative accommodation to the tenant, after which we would need to consider options at 14.4 below to facilitate a move. In all cases tenants' preferences will be taken into account and accommodated as far as possible. An offer will be deemed suitable if it reasonably meets the needs of the tenant and their family in terms of security of tenure, proximity to any workplace and/or school(s), rent and size.
15.3	<b><u>Bid for another home on Choice Based Lettings (CBL) Scheme</u></b>
15.3.1	Further information can be found on the relevant Local Authority's website. Support will be available to tenants who require assistance with bidding for a new property using the relevant Local Authorities CBL Scheme to ensure they are not disadvantaged.
15.4	<b><u>Pursue other Housing Options</u></b>

15.4.1	<p>Where the tenant declines WCH’s direct offers or chooses not to bid on another home via CBL, it would be open to them to move in with friends/family or find their own suitable accommodation.</p> <p>WCH will need to consider formal legal action to seek repossession if the above rehousing options are exhausted.</p>
15.5	<b><u>Support when Rehousing Tenants</u></b>
15.5.1	All tenants being permanently moved will have a dedicated member of staff within WCH to support them through the process.
<b>16.</b>	<b>Permanently Rehousing Shared Owners and Leaseholders</b>
16.1	WCH will negotiate with a <b>leaseholder</b> or <b>shared owner</b> to secure vacant possession of any property where a leasehold interest is held. This may involve buying back the lease, or discussions about rehousing options within WCH existing stock. This option will usually only be necessary during a redevelopment scheme.
16.2	If we are unable to buy-back through negotiation, WCH will be required to seek possession through a Compulsory Purchase Order (CPO) as a last resort.
16.3	WCH will seek to buy back the leaseholder or shared owner’s interest in the property. The offer to the leaseholder/shared owner will be based on an assessment by a RICS (Royal Institution of Chartered Surveyors) Valuer, commissioned by WCH. The leaseholder or shared owner is within their rights to seek a second valuation from the District Valuer Services (DVS) at their own cost, the DVS valuation will be final.
<b>17.</b>	<b>Home Loss and Disturbance Payments</b>
17.1	<b>Customers</b> who move permanently will be entitled to set statutory payments in the form of a ‘Home Loss payment’ and/or a ‘Discretionary Disturbance Payment’. These payments will be checked for accuracy at the time the compensation is calculated based on the legislation at the time.
17.1.1	Disturbance and Home Loss compensation will be in accordance with the Land Compensation Act 1973 (as amended by annual increases to home loss payments by The Home Loss Payments (Prescribed Amounts) (England) Regulations 2019) and the Planning and Compensation Act 1991.
17.2	<b>Home Loss Payments</b>
17.2.1	A Home Loss Payment is a statutory sum paid in recognition of the inconvenience caused to a <b>customer</b> in certain circumstances, as at section 16.2.3 below. The payment could be due to either a <b>tenant</b> or a <b>leaseholder / shared owner</b> .
17.2.2	Where there are joint tenants or co-owners only one Home Loss Payment is payable.
17.2.3	To qualify for a Home Loss Payment, the <b>customer</b> must satisfy each of the following criteria: - <ul style="list-style-type: none"> <li>• be <u>permanently</u> displaced from their home as a consequence of refurbishment or redevelopment. The payment is not therefore available if the customer is able to return to their property at the end of the works or they elect to move before the home move process starts;</li> <li>• have occupied their home as their main or only residence for at least a year (ending with the date of displacement);</li> <li>• claim the payment directly within six years of their home move; and</li> <li>• have a formal legal interest in the property – lodgers and licensees will not qualify.</li> </ul>

17.2.4	Where a <b>commercial tenant</b> has, with the WCH's consent, granted a sub-lease to one or more third parties, the third parties concerned will be entitled to a Home Loss Payment in place of the leaseholder.
17.2.5	Where a <b>residential leaseholder</b> has, with the WCH's consent, granted a sub-lease to a third party, the residential leaseholder will be responsible for the sub-lessee.
17.3	<b>Disturbance Payments</b>
17.3.1	Disturbance payments cover 'reasonable expenses' incurred by the <b>customer</b> during moving. <b>Customers</b> displaced from properties that have been adapted for a disability are entitled to the comparable cost of those modifications (at the time they were made). Unlike Home Loss payments, there is no minimum length of occupation required to receive a disturbance payment.
17.3.2	The meaning of 'reasonable expenses' has been examined in the courts and it has been held that this refers to expenses which relate strictly to the move, and which are reasonably incurred as a direct and natural consequence of the displacement. Expenses must therefore be closely connected to the move.
17.3.3	We will work with the <b>customer</b> and agree appropriate disturbance payments. All expenses need to be agreed between the customer and WCH in advance. These may include but are not limited to: removals; carpets; decorating of walls only; re-connection of telecoms (e.g. landline and Wi-Fi); re-connection of gas and electric; redirection of mail; travel expenses for viewing.
17.3.4	WCH will, where possible, pay expenses rather than reimbursing the customer. Where not possible, all agreed claims for disturbance payments paid by the customer must be accompanied by the original valid receipts.
17.4	<b>Property Improvements</b>
17.4.1	Where a <b>customer</b> has undertaken improvement works to their property and has obtained the Group's written consent to those improvements in accordance with the Alterations Policy and Procedure, they may be entitled to compensation for the value of the improvements under that policy.
17.5	<b>Debts Owed to WCH</b>
17.5.1	Where a home move/moving <b>customer</b> is in debt (e.g. rent arrears, major works owed, service charge arrears) at the time of moving, WCH has the right to deduct the relevant sum(s) owed from their Disturbance Payment and Home Loss Payment before it is made.
17.6	<b>Personal Belongings</b>
17.6.1	Where a <b>customer</b> or household member has left personal belongings at the property the WCH Abandonment Policy & Procedure should be referred to for further guidance.
17.7	For <b>leaseholders/shared owners</b> , the items in 16.4, 16.5 and 16.6 will be considered as part of the negotiated settlement.
<b>18.</b>	<b>Options for Commercial Leaseholders</b>
18.1	We currently have a number of commercial leaseholders with linked ("tied") residential accommodation. In most cases, these will be shopkeepers with a flat above the shop. During a redevelopment, we will seek to offer these existing customers alternative <u>residential</u> accommodation of a similar size within the new development or from our existing stock, subject to availability. Any new commercial lease granted would not include tied accommodation.

18.2	WCH will negotiate with an existing commercial leaseholder to secure vacant possession of any property where a commercial leasehold interest is held. This may include discussion regarding rehousing options within WCH existing stock.
18.3	In cases where the leaseholder does not have protected rights under the Landlord and Tenant Act 1954, and we are unable to reach a mutual negotiation, WCH would serve a section 25 notice to terminate the lease. Where the leaseholder does have protected rights and we are unable to do this through negotiation, WCH will seek possession through a Compulsory Purchase Order (CPO) as a last resort.
18.4	Where they meet the relevant eligibility criteria the commercial tenant living in the tied accommodation will be entitled to a Home Loss Payment.
18.5	Where there is residential accommodation occupied by the commercial leaseholder's employee(s), they may be entitled to a Home Loss Payment(s) although informal arrangements will not confer entitlement.
18.6	<b>Compensation</b>
18.6.1	<p>WCH will be required, under the Landlord and Tenant 1954, to pay compensation to a <b>commercial leaseholder</b> if we wish to terminate a commercial lease (including tied accommodation) on the following grounds.</p> <ul style="list-style-type: none"> <li>• Ground D – where we wish to provide alternative commercial accommodation at another location.</li> <li>• Ground F – where we require vacant possession to undertake substantial redevelopment of the property.</li> <li>• Ground G – where we wish to occupy the premises ourselves.</li> </ul>
18.6.2	<p>The compensation would be:</p> <ul style="list-style-type: none"> <li>• 1 x rateable value if commercial leaseholder in occupation for less than 14 years</li> <li>• 2 x rateable value if commercial leaseholder in occupation for more than 14 years.</li> </ul>