



Committee Approver	Board
Stakeholder Consultation	Tenants/ Viewpoint staff
Date Approved	New policy
Classification	Policy
Title	Decant Policy
Revision Date	
Revised by	Neil McKnight
Next Revision Date	August 2024
Related Documents	Allocations Policy, Repairs & Maintenance Policy, Health & Safety policy
Location of Electronic Copy	<i>F:\LIVE POLICIES\Housing</i>

1. Viewpoint's Values

Viewpoint is here to help people enjoy their later years. Everything we do is about realising this vision, which is supported by the following straightforward set of values:

- Inspire with positive smiles and words;
- Say 'yes I can and I will';
- Celebrate age, experience and wisdom;
- Do according to our customers' wishes and ambitions;
- Treat people (everyone is a VIP) as we would a "loved one";
- Work hard, have fun and laugh;
- Stay courageous, creative and ahead of the game; and
- Work with those that share our values.

These promises shape us. They are a commitment to our residents, staff and suppliers. They are fundamental to every single plan, decision and project we embark on.

Ensuring that we have systems and processes in place to manage risk effectively will support us to deliver those plans, decisions and projects, in accordance with our vision and values.

2. Policy Statement

This policy describes the approach of Viewpoint Housing Association (Viewpoint) when dealing with a situation where we may have to decant a tenant to temporary (or in some cases permanent) accommodation. We may have to provide decant accommodation when:

- A property is uninhabitable (for example due to fire or flood);
- Work requires to be undertaken that will create an unsafe environment for the household; or
- Products require to be used that would create an unsafe environment for the household.

Our Decant Policy aims to ensure that an effective service is provided to our tenants who will be absent from their home for a period to allow corrective works to be carried out.

We recognise that being decanted to temporary accommodation can be stressful for our tenants. It is important that we provide information and support during the whole decant process. With this in mind, we will endeavour to have the necessary works carried out as quickly as possible and to a high standard. Our tenants' health and safety will be a main factor when the use of decant accommodation is being considered.

Dependant on the type of decant accommodation - hotel, self-contained accommodation, alternative Viewpoint property, we will pay an daily living expenses amount.

3. Aim

The main objectives of the Decant Policy are:

- To manage decant proceedings in an efficient and customer focussed manner;
- To minimise the period of time that our tenant is absent from their tenancy & cause the least possible disturbance to them;
- To provide good information and support before, during and after the decant process; and
- To provide decant accommodation that meets the existing household's requirements and medical needs where possible.

4. Legislation/related policies

Our approach to managing the decant of a tenant is determined by our statutory and contractual obligations.

The Housing (Scotland) Act 2001 is the main Act that sets out the main requirements of our policy.

Section 11 (9) of the Act advises that:

“Where— (a) the house which a tenant under a Scottish secure tenancy normally occupies is not available for occupation, and (b) the tenant is accommodated temporarily in another house the landlord of which is a local authority landlord or a registered social landlord, the other house is to be taken, for the purposes of this Chapter except sections 12 to 16 and paragraph 4 of schedule 1, to be the house which the tenant normally occupies.”

This in effect means that if our tenant is moved to another one of our properties on a temporary basis from their usual house, they will continue to enjoy full tenancy rights in the temporary house. The tenant is also bound by the terms and conditions of their original signed tenancy agreement.

Our policy also complies with the Scottish Social Housing Charter, Outcome 5:

Repairs, maintenance and improvements “Tenants’ homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done”.

The Scottish secure tenancy agreement (section 5) confirms our responsibilities in the event of significant damage to our properties –

Section 5.14 states *“If we cause damage to the house or your property in connection with inspections, repairs or improvements or entry, we will reinstate the damage or compensate you for your losses. We have a right to require you move temporarily to suitable alternative accommodation if this is necessary for the repairs to be done. If you are temporarily, we will reimburse you for any extra expenses you have as a result. You will be charged rent during this period but no more than you normally pay.”*

5. Scope

This policy applies to all tenants in circumstances where a temporary move is required.

6. Compliance & Support

It is the responsibility of all staff to familiarise themselves with the content of this policy and to ensure that they comply with the policy and associated procedures and guidance notes.

If advice or support is required, this is available through the Housing and Assets Team Leaders in the first instance. Appropriate training and support will also be provided, as required.

The policy should be considered in relation to Business Continuity should the need arise.

7. Equality Impact Assessment (EIA)

Viewpoint will treat all customers with fairness and respect in line with its Diversity Strategy. Viewpoint recognises that we have an ethical and a legal duty to advance equality of opportunity and prevent discrimination on the grounds of age, sex and sexual orientation disability, race, religion or belief, gender reassignment, pregnancy and maternity, marriage and civil partnership.

Where any group has difficulty in understanding this process staff will assist to ensure that the policy is available in other formats if required and that groups are supported through the registration process.

This policy is available in other formats, including large print, if required.

8. Privacy Impact Assessment (PIA)

There is no additional information being requested or retained that would require a PIA

9. Monitoring & Evaluation

Viewpoint's Housing and Assets Teams will monitor the implementation of the policy, particularly in relation to conducting lessons learned exercises following cases where the policy requires to be implemented, to ensure continuous improvement and effective customer service.

This policy will be reviewed within 3 years from the date of approval, in accordance with Viewpoint's policy review framework