

# Decant Information



**Your Decant Officer is:**

**Telephone Number:**

We can supply this information in large print, on audio tape or in your language. Please call 01202 264444 to discuss your requirements.

*Quality Homes In Strong Communities*

PHP are aware that as part of its Investment Programme or Major Repairs programme you will meet a number of officials from our, and other organisations.

In order to ensure continuity of contact at all times, your contact for all issues during the decant is your Decant Officer. He/she will deal with any requests that you may have and liaise with any other organisations that are involved in the programme.

## **What is a 'decant'?**

A 'decant' is a temporary move to another property while improvements or major repairs are carried out to your normal home. For housing management purposes, you are still, and will remain the tenant of your current home.

This means that your rights such as your Right to Buy, or your right of succession are not affected by the temporary move (decant) position.

However you will be expected to sign an agreement for the home that you move into temporarily (the 'Decant' home), which will give you legal permission to occupy the property for the period of the decant.

## **What sort of home will I get?**

Poole Housing Partnership Limited (PHP) will make every effort to ensure that the house meets your, and your family's needs. However our ability to do so is dependent on the availability of vacant homes leading up to the improvement or major repair starting on your home.

Therefore, we cannot guarantee that house sizes will be identical, but for major housing need issues such as a need for ground floor

housing for medical reasons, we will ensure that your decant house meets such needs. PHP will endeavour to provide a like for like property wherever possible. If you have pets we will ensure that they can come with you.

Your Decant Officer will arrange for you to view your decant home before you move in.

## **What about the costs?**

To make the move as simple as possible, we recommend that you continue to pay the line rental or connection charges for the gas/ electric and phone of your usual home, and simply pay for electricity /gas you use and the costs of your telephone calls in your decant home.

PHP will pay for the line rental or connection charges for the gas/ electric and phone in your decant home. This way, you pay the same as you would if you were staying at home.

You will remain responsible for the rent on your original home, and payments for rent and any arrears should be made in the usual way. You will not need to pay rent on your decant home.

However, should you be decanted to a property that is smaller than your original home, PHP will make an adjustment to the rent due from you to reflect the smaller home size.

The contractor carrying out the work on your home will make payments to cover any fuel costs for your home during the time that the work is being carried out.

If you receive housing benefit, you must ensure that the Benefits Section are aware of your change of circumstance, and notify them

so that any benefit entitlement continues. This is of course subject to there being no change in your personal circumstances which would have altered your benefit entitlement, whether you had been decanted or not.

## **What will PHP be responsible for?**

In addition to identifying your decant accommodation, PHP will carry out the following, at our cost:

- We will ensure that the decant house is clean and appropriate for your use
- We will install an external mail box at your usual property
- We will reimburse you for the re-direction of your mail and re-connection of your phone (you will need to provide us with receipts showing the full costs)
- We will arrange for your washing machine and cooker to be installed at your decant home
- Where you are being decanted for more than two months we will arrange for any TV or Satellite aerials to be taken down from your current home and connected at your decant home
- We will agree with you who will arrange for your TV License to be temporarily transferred to your decant property
- We will arrange for your furniture and belongings to be moved to your decant home. If you do not wish to take all of your belongings with you we will arrange to store anything you do not wish to take with you. If you are physically unable to pack your belongings we will make arrangements for this work to be carried out on your behalf. We will take an inventory and photographs of everything that is to be placed in storage and make sure you have a copy
- We will carpet the decant house where appropriate. Your carpets will be uplifted by appropriately trained persons and stored where necessary

- For the security of your usual property while you are decanted, we must change the locks at the property to ensure only our authorised contractors have access for health and safety reasons.
- We will ensure that the windows at your decant home have either curtain poles or tracks at each window for your curtains.
- Where your decant house has a garden we will discuss the maintenance issues with you where applicable.
- As part of the contract the contractor is responsible for ensuring that your garden is re-instated to the standard it was at the time the contractor took occupation of the site. We will take photographs of your garden to make sure there is no confusion.
- Your Decant Officer will be available on the day of the move to assist with any last minute queries.
- We will pay for your transport to and from school/work where you incur costs that are more than you normally pay (you will need to provide us with receipts showing the full costs).
- We will reimburse you for any other reasonable costs that you incur as a direct result of the move, however any claims would need to be supported by documentation such as receipts.

## **What will I be responsible for?**

- Discussing with your family their needs in terms of property requirements.
- Advising your doctor and any other health professionals of your new address
- Advising your family and friends of your new address
- Advising your home content insurers of your change of address
- Ensuring that any other businesses or organisations that need to be aware of your new address are advised of it, for example your bank or credit card company.

- Checking your external mail box for post at your usual home
- Considering whether or not you wish to have all of your belongings moved to your decant and whether you wish us to store anything for you.
- Contacting your Decant Officer to clarify any specific issues or questions that you require further information on.
- Considering the arrangements and timing for the redirection of your mail, telephone, etc.

## **What about when I return to my home after the work is completed?**

- We will ensure that the home is clean and ready for you to return
- We will reimburse you for the re-direction of your mail and re-connection of your phone (you will need to provide us with receipts showing the full costs)
- We will arrange for your washing machine and cooker to be re-installed
- We will arrange for the re-connection of your TV or Satellite aerials where they have been moved to your decant home. We will reimburse you for any service that you have paid for that you have been unable to access (you will need to provide us with receipts showing the full costs)
- We will agree with you who will arrange for your TV Licence to be transferred back to your home address
- We will arrange for your furniture and belongings to be moved to your home and for the return of any belongings we have in storage
- We will arrange for the re-laying of your carpets where appropriate
- We will ensure that the contractor has reinstated your garden to an acceptable standard where appropriate

- All that is expected of you as a decant tenant, other than in meeting the terms of the decant agreement, is that the decant home is returned to PHP in the same condition as when you took up occupation.
- We accept that normal wear and tear takes place. However we will recharge you for any damage that has been caused to the decant property.

### **What if I don't want to return home when the works are completed on my permanent home?**

The move to the decant property is only temporary whilst work is carried out to your usual home, and PHP will expect you to return to your usual home once the work is complete.

You will be asked to sign a 'Decant Agreement' before you move which confirms that you will return to your usual home when the works are complete.

### **What if I am unhappy with the way PHP deals with my decant?**

If you are unhappy about the way in which your decant move has been handled, you may wish to follow our complaints procedure.

Please ask for our leaflet about making a complaint, telephone our Complaints Officer on 01202 264400, or e-mail: [comments.php@poole.gov.uk](mailto:comments.php@poole.gov.uk). Please refer to your copy of the Tenants Handbook for full details.

