

Document Title	Decanting Residents, Home Loss & Disturbance Payments
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Agreed by	Andrew Meyer
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ORBIT POLICY
Decanting Residents, Home Loss & Disturbance Payments

SCOPE:

This policy covers the situations in which it may be necessary to transfer residents from their homes in order to permit major works, how such moves will be managed and issues of compensation which may be payable.

It does not cover allocations policies in respect of alternative accommodation in the case of permanent transfers or Home Loss Payments. These are defined by law and are made in acknowledgement of the distress and inconvenience residents may incur if they have to move from their home permanently because of redevelopment, regeneration or compulsory purchase. The law specifically prevents home loss payments being made in the case of repairs to properties, no matter how major the repair.

Definitions

“Decanting” is defined as the temporary or permanent transfer of a resident to another property to enable major works to be carried out. The works may be improvement, repair or site redevelopment.

“Discretionary Compensation” is any other payment which the Association chooses to make to residents beyond those required by law.

“Compensation” – in this document the general term “compensation” is used to cover all types of payment

The Policy is:

- 1 To always consult residents fully on proposals and the reasons for them, prior to any decision to transfer them, either temporarily or permanently. The only exception to this is in the event of emergency transfers resulting from unforeseen or catastrophic events.
- 2 To ensure that emergency plans are in place so that any such urgent transfers can be effected as smoothly as possible.

- 3 To keep residents fully informed through-out the decision making, works planning, contract works, and transfer process to ensure that disruption is minimised.
- 4 To support residents throughout the process, taking into account any special needs they may have and where appropriate involving Carers, Occupational Therapists or other support workers and/or arranging for a packing/removal service.
- 5 To ensure that alternative accommodation provided is suitable for the residents' needs.
- 6 To agree and confirm the process and any compensation to be made prior to the works contract being let and transfers commencing (except in the event of emergency transfers).
- 7 To pay directly the costs of removal, storage of furniture, disconnection and reconnection of utility supplies (but not usage), redirection of post where these are necessary.
- 8 To publish guidance on the levels of compensation which may be payable in addition to direct costs. Amounts in respect of temporary moves will be determined to take into account the period and degree of disruption, relative location of alternative accommodation etc. but in any event will not exceed the amount set if the compensation was calculated under "Home Loss".
- 9 To pay compensation promptly and automatically under the terms agreed for the specific programme of works. Where there is an outstanding debt owed to Orbit the compensation payment will be used to clear the debt either in full or in part, unless this would cause genuine hardship or in other exceptional circumstances.

Equality and Diversity

Orbit policies are developed in line with our **Equality and Diversity policy** approach.

Complaints

Anyone is able to make a complaint about the service they have received and this is managed under our **Complaints Policy**.

Privacy Statement

Orbit are collecting information ('personal data') so that we can manage and support our relationship with our customers, comply with legal obligations, improve our services and achieve our legitimate business aims. We are committed to complying with data protection legislation when handling customers' data. Customers have rights around their data, including the right to access their data, and to object to the way it is processed. For more information on how and why we process customers' data, and how customers can exercise their rights, please see our full Privacy Policy on our website at www.orbit.org.uk/privacy-policy/.

Monitoring and Accountability

Orbit Members will monitor the effectiveness of this policy and recommend policy changes to improve service delivery.

Customer First

This policy helps support our aim of fully satisfying our agreed customer requirements at the lowest internal costs. By having clear policies in place we are seeking to continually improve performance and ensure we meet service standards and targets.

Review

Orbit will carry out a fundamental review of this policy every three years.