

Useful information if you need to move to alternative accommodation

There are certain situations where we might ask you to temporarily or permanently move out of your home. This is known as a decant.

This might be needed to carry out essential repairs to your home or to ensure your safety. It's not a decision we take lightly.



What are the reasons I might need to move out?

There are 4 different types of decant, depending on the reason:

- **Emergency:** This is for urgent safety issues that require immediate action, such as fire, flooding, serious damp and mould, or the failure of essential services like heating or electricity.
- **Planned:** This is for major repair or improvement work that requires the property to be empty.
- **Permanent:** This is if the home is being sold or demolished.
- **Social need:** This is where staying at the home may put you at risk, such as in cases of domestic abuse or criminal activity.



How will the process be managed and what can I expect?

You will be supported throughout the process by a dedicated officer:

- For most customers your Neighbourhood Officer will be your main point of contact.
- For independent living customers your Independent Living Manager will support you.
- For supported housing customers your Supported Housing Manager will guide you through the process.

Your dedicated officer will:

- Explain why the move to alternative accommodation is needed.
- Confirm what type of decant it is and whether the move is temporary or permanent.
- Discuss where you'll be moving to and for how long.
- Work with you to meet your needs.

Where might I move to?

Your personal circumstances will play an important part in determining this. We'll discuss these with you and depending on the situation, we may offer you:

- Another Irwell Valley Homes property (*on a temporary or permanent basis depending on the situation*).
- A Hotel or Airbnb accommodation.
- Support to stay with friends or family (*if this option is preferable to you*).

We will look for somewhere as close as possible to where you currently live to minimise any disruption to your day-to-day life. If this is not possible, we will support you with any potential additional costs, such as travel costs.

What if I move to another Irwell Valley Homes home?

If you move temporarily, you will still keep your tenancy at your current address.

How long will I be away from home?

The length of time you may be away from your home can vary depending on the type of decant and the amount of work required in your home.

Please be assured we are here to support you throughout the process. You can find more information about the support we can provide below.



Returning to your home

- If the move is temporary, you'll return to your home once your home is safe, or the required work is completed.
- If a permanent move is needed, we'll offer a suitable alternative home which would be prioritised through our lettings process. Please note that while we wait for a suitable home to become available, you may need to move into temporary accommodation, such as a hotel or Airbnb.



What if I don't want to leave my home?

We understand that you might not want to leave your home and it might cause you worry or stress. However, it may be necessary for your safety and the safety of others. We will work with you to ensure that any alternative accommodation best suits your needs.

What support will I receive?

We understand that being away from your home can be difficult. To help support you during this process we will:

- Cover reasonable moving costs and utility charges at the temporary address.
- Reimburse food costs if you stay in a hotel (*we will require receipts*) – up to £25 per adult per day and £12.50 per child per day.
- Provide regular updates and a named contact throughout the process.
- Offer emotional and practical support.
- Ensure your needs (*e.g. access to schools, work, medical care*) are considered.
- Make sure you are not financially disadvantaged by the move.

What if I need to return home during the works?

If you need to return home to pick up belongings or check on pets etc. then we will try to enable access for you.

However, depending on the type of work and any potential health and safety risks, we may not be able to allow you access. If this is the case, we will try to arrange for a member of our team to go on your behalf.



What if I have a pet/s?

If you have pets, we'll arrange for you to stay in pet-friendly accommodation. If this isn't possible, we'll support you with the cost of alternative arrangements for your pet.

Do I need to remove my furniture?

If the repair work being undertaken requires your furniture to be moved, we will try and move this to another room in your home.

If this is not possible, we will arrange for your furniture to be put in storage, so the repair work can be completed. If this is necessary, we will cover the cost of storage and removal.



What if my furniture is damaged?

Irwell Valley Homes insures the structure of your home, but you are responsible for insuring the contents of your home, including furniture, through home contents insurance. If you don't currently have home contents insurance, you can find out more on our website here: www.irwellvalley.co.uk/for-customers/tenant-information/home-insurance



Am I entitled to compensation?

In certain circumstances customers may be eligible for compensation when they are decanted. This depends on your individual circumstances, the type of decant, and the impact it has had. All compensation is assessed on a case-by-case basis.

Depending on your circumstances, you may be eligible for:

- Disturbance Payments – to cover moving-related expenses.
- Home Loss Payments – if you are permanently moved.

You can read more in our Compensation Policy here: www.irwellvalley.co.uk/media/515jxyuj/communities_compensation-policy-july-2025.pdf



Need help or more information?

We're here to support you every step of the way. Your dedicated officer will be your main point of contact throughout the process.

For more information or to view the full Decant Policy, please visit our website: www.irwellvalley.co.uk/media/urhkhxcb/communities_decant-policy.pdf

