

# Decant and Rehousing Policy

This policy sets out Bromford Flagship LiveWest’s approach to moving customers temporarily or permanently (decants), in support of delivering safe, fair and responsive services to our customers. It is underpinned by legal duties, regulatory expectations, and a commitment to fairness, accountability, and transparency.

<b>Department</b>	Customer Experience
<b>Policy owner</b>	Regional Director - Customer
<b>Approved date</b>	October 2025
<b>Date for review</b>	October 2028
<b>Approving body</b>	Customer SLT
<b>Associated legislation/regulation</b>	Land Compensation Act 1973 Housing and Regeneration Act 2008 Home Loss Payments (Prescribed Amounts) Regulations 2022 Planning and Compensation Act 1991 Landlord and Tenant Act 1985 Housing Act 1985 Equality Act 2010 Awaab’s Law Regulator of Social Housing; Tenancy Standard & Safety & Quality Standard Human Rights Act 1998 – Article 8 (Right to respect for home and family life)
<b>Legal advice from</b>	Internal Legal Team
<b>Equality impact assessment date</b>	October 2025
<b>Version number</b>	1.0
<b>Publication status</b>	Internal Intranet & Public Website

This policy applies to customers of:




## Purpose/principles

The purpose of this policy is to set out Bromford Flagship LiveWest's approach to moving customers temporarily or permanently from their homes (decant and rehousing). Moves may be required due to:

- emergency situations, for example fire, flood, infestation, HHSRS risk, severe damp and mould, structural issues
- major or planned repairs or investment works
- health and safety concerns where a home poses a proven risk to the customer's health
- regeneration schemes or redevelopment
- disposal of properties

Our aim is always to minimise disruption and inconvenience to customers and to treat all customers fairly, consistently and with respect. We will:

- take account of customer vulnerabilities, health, and wellbeing
- ensure customers are supported with reasonable adjustments
- balance value for money with meeting individual customer needs
- communicate clearly and proactively throughout the process

This policy supports Bromford Flagship LiveWest's compliance with the Tenancy Standard and the Safety and Quality Standard under the 2024 Consumer Standards.

## Scope

This policy applies to all customers of Bromford, Newtide Homes, Samphire Homes, Victory Homes and Flagship Homes and colleagues and contractors of Bromford Flagship LiveWest.<sup>1</sup> It covers situations where customers may need to be temporarily or permanently moved from their home. The detailed operational processes that support this policy are contained within separate procedures and guidance notes.

## Roles/responsibilities

**Board / Committees** provide oversight and assurance that the policy aligns with strategic priorities, customer outcomes, and regulatory requirements.

**Executive Leadership Team / Directors** are accountable for ensuring the policy is implemented consistently across their areas of responsibility and that compliance is maintained.

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<sup>1</sup> Colleagues and contractors of Bromford and Flagship and their subsidiaries, plus any former Bromford and Flagship colleagues now operating under Bromford Flagship LiveWest. At the time of writing, LiveWest operate under a separate policy.

**Heads of Service / Service Leads** are responsible for embedding the policy within their service areas, ensuring colleagues are aware of and follow the requirements, and providing assurance on compliance.

**Customer-facing colleagues** are responsible for applying the policy in day-to-day service delivery, supporting customers, and taking action or escalating issues in line with procedures.

**All colleagues** are expected to understand the policy as it relates to their role, complete any required training, and seek support where clarification is needed.

## Policy content

Our approach to decent and rehousing is guided by the following principles:

- safety and well-being – ensuring no customer is required to remain in an unsafe or unsuitable home
- fairness and transparency – applying decisions consistently and communicating clearly
- proportionality – considering individual circumstances, vulnerabilities, and health needs
- customer focus – minimising disruption and supporting customers through the process
- value for money – balancing customer needs with efficient use of resources

Decant and rehousing decisions will always be proportionate, reasonable, and transparent, taking account of individual and household circumstances.

## Temporary moves

Temporary moves may be required where a home cannot safely be occupied during essential works or emergencies.

Customers' tenancy rights will be preserved in full, and rent will remain chargeable only on the permanent home.

Rent will not be charged on both homes at the same time. This means rent will only be charged on one home – normally the customer's permanent (substantive) home. If a customer temporarily stays with family or friends, no rent will be charged for the period they are unable to occupy their permanent home.

Alternative accommodation will be safe, appropriate, and proportionate to household needs.

Decisions will consider the health, wellbeing, and vulnerabilities of all household members.

### **Independent medical assessments**

If a customer believes that, despite our assessment confirming that their home is safe and free from hazards, the home is having a detrimental effect on their health or that of a household member during essential works, they can request an independent medical assessment.

Customers will be asked to provide supporting medical evidence (for example, medical letters, occupational therapy reports, or other professional assessments). We will then seek an independent medical assessor's opinion on whether the living conditions could cause serious deterioration to health during the works and what accommodation is required.

The independent medical assessor's report will be considered alongside the Housing Health and Safety Rating System (HHSRS) report. A final decision will be made based on the assessor's recommendations.

### **Regeneration and disposal**

Where regeneration or disposal requires customers to move:

- statutory notices and entitlements will be applied in full.
- customers will be supported throughout the process, including opportunities to return to new schemes where this is possible
- decisions will balance individual needs with wider strategic and community outcomes

### **Communication and customer involvement**

Customers will be fully informed, consulted, and supported during any period of decant or rehousing. We will:

- communicate clearly, proactively, and in accessible formats
- involve customers in discussions about the most suitable housing options
- ensure information on rights, responsibilities, and timescales is transparent
- actively seek customer views during regeneration or large-scale programmes and use this feedback to shape decisions and approaches

We will provide clear, consistent communication throughout the decant process. In emergency situations, immediate verbal updates may be required, but written confirmation of key information (such as next steps, temporary accommodation arrangements, responsibilities, and expected duration) will be provided as soon as reasonably practical.

## **Reviews and complaints**

Customers have the right to request a review of decisions relating to their move. Reviews will be considered by an appropriate manager who was not involved in the original decision. This ensures that decisions are reviewed fairly, promptly, and at the right level of accountability.

Customers may also raise a formal complaint under Bromford Flagship's Complaints Policy at any stage.

This policy is also underpinned by the Housing Ombudsman's Complaint Handling Code and its Dispute Resolution.

## **Refusal to move or permit works**

Where customers decline to move or to permit essential works, Bromford Flagship will seek to resolve concerns constructively. Where resolution is not possible, legal remedies may be pursued to ensure safety and compliance with statutory obligations.

## **Assurance and value for money**

Decant and rehousing decisions will be subject to internal assurance to confirm that they are:

- aligned with statutory and regulatory requirements
- consistent with this policy
- delivering value for money while meeting customer needs

Learning from reviews, complaints and customer feedback will be reported through assurance frameworks and used to continuously improve practice.

## **Our Commitments**

When a customer needs to move temporarily or permanently, we will:

- treat every customer fairly, respectfully, and with empathy
- prioritise safety, health, and wellbeing in all decisions
- take account of vulnerabilities and make reasonable adjustments where needed
- minimise disruption and inconvenience wherever possible
- communicate clearly and proactively throughout the process
- reimburse reasonable moving-related expenses
- support customers with pets and children to reduce additional stress
- provide safe and suitable temporary accommodation

- ensure permanent rehousing is managed fairly and in line with statutory entitlements
- offer customers the right to request a review or raise a complaint at any stage

## EIA statement

An Equality Impact Assessment (EIA) has been undertaken for this policy. It considered potential impacts on customers with protected characteristics, including disability, age and pregnancy/maternity. Actions have been identified to mitigate adverse impacts, such as providing reasonable adjustments and additional communication support.

This policy works alongside the Vulnerability, Inclusive Services & Reasonable Adjustments Policy to ensure inclusive practice.

We recognise that we may not have identified all adverse impacts on one or more protected characteristics. We welcome feedback on, or examples of, things we may have overlooked so that we can continuously improve our policy.

## Training statement

Training and awareness will be delivered through induction, targeted workshops, e-learning, and refresher sessions as required.

## Measuring effectiveness

Effectiveness will be measured by:

- monitoring the number, type, and duration of decants
- customer feedback and satisfaction following moves
- complaints and appeals monitoring
- internal audits and compliance checks
- oversight through Customer Experience leadership reporting and assurance reporting to the Board

## Review period

This policy will be formally reviewed every three years. Earlier review may take place if required by changes in legislation, regulation, organisational priorities, or following feedback from colleagues, customers, or stakeholders. Any updates will be approved through the appropriate governance route.

## Approval

This Policy was approved by Customer SLT and is applicable to:

- Bromford Housing Association Ltd (operating as Bromford)

- Bromford Home Ownership Ltd (operating as Bromford)
- Merlin Housing Society Ltd (operating as Bromford)
- Flagship Housing Limited (operating as Flagship) and the following housing divisions: Samphire Homes, Victory Homes, Newtide Homes

Any references to Bromford Flagship LiveWest should be interpreted as equally applicable to all the above.

## For internal use only –

### Supporting documents

#### Supporting documents

This policy is supported by:

- Decant and Rehousing Procedure
- Equality Impact Assessment
- Compensation Policy
- Complaints Policy
- Lettings Policy
- Moving Customers for Regeneration Policy (under review)
- Right to Buy Policy
- Tenure Policy
- Vulnerability, Inclusive Services & Reasonable Adjustments Policy

### Version control

**Note:** minor updates approved by delegated authority increase version number by 0.1; major updates and formally approved versions increase version number by 1.0.

Version	Detail	Approved by	Date
1.0	First Issue	Customer SLT	16 December 2025