

# Decant Policy – Easy to Read




## 1. Why this policy is important

Sometimes, you might need to move out of your home for a short time.

This happens when important repairs or improvements need to be done.

We call this a **temporary move** or **decant**.

You might need to move if:

-   There's been a fire or flood.
-  Your home needs big repairs or changes.
- It's not safe for you to stay in your home during the work.

You will move back to your home when the work is done.

## 2. What we promise

 We will:

- Tell you what is happening and why.
- Help you move and keep you updated.
- Find a place that meets your needs.
- Pay for reasonable costs like removals.
- Treat you fairly and with respect.
- Make sure your voice is heard.

## 3. Being kind and understanding

We know moving out can be upsetting. Especially if you have:

- Been through hard times
- Lost someone close
- Had to move before

We will:

- Be kind and listen to you
- Give you choices when we can
- Keep you informed
- Help with extra support if you need it

#### 4. What is a decant?



A **decant** means moving out of your home for a short time while we fix or improve it.

There are two kinds:

- **Temporary decant** – you move out, then move back home
- **Permanent decant** – you move out and don't go back (this has a different policy)

#### 5. When will I be asked to move?

You may need to move if:

- There's no water, electricity, or working toilet
- It's not safe to stay in your home
- The work is too big to do while you're living there

#### 6. Where will I stay?



We will try to find you a temporary home that is:

- Like your own home

- Suitable for your needs (for example, if you use a wheelchair)

You will:

- Still pay your normal rent
- Not be worse off because of moving

If we can't find a home straight away, we may:

- Offer a hotel stay
- Pay for meals and some daily costs

You can also:

- Arrange your own place (like staying with family or using Airbnb)
- We'll repay you, if we agree on it first and it's a fair cost

## **7. What help will I get?**


We will:

- Move your things for you
- Store your belongings safely
- Move your alarm system and cooker
- Keep you updated and help you plan

We will give you:

- A welcome pack about moving
- Contact details
- Information in plain language


## 8. What if I have a pet?

 We know pets are part of your family.

We will:

- Try to find a home that allows pets
- Help you find pet care if that's not possible
- Cover some pet costs, if approved

## 9. Insurance


 If your move is because of a fire, flood, or other emergency:

- We will try to claim the costs on our insurance.

We suggest:

- You get your own home contents insurance too.

## 10. Noise and disruption

 If the work is noisy or you can't use some rooms or services, you might get some money to say sorry (compensation).

We will decide this by:

- Looking at how long and how bad the disruption is
- Whether you had to move or not

## 11. How will I know what's going on?

You will be:

- Told before anything happens
- Given clear, simple information

- Updated regularly

If you need help understanding:

- We can give you a translator or support person

## 12. Who is responsible?

- The **Director of Customer Experience** makes sure this policy works well
- The **Head of Housing** makes sure staff follow it and know what to do

## 13. How do we check this policy works?



We will keep track of:

- How many people have to move
- How long people are away from home
- What people think about the help they got

We check the policy every 5 years or sooner if needed.

## 14. The law and our values

This policy follows the law and good practice rules, including:

- Housing (Scotland) Act 2001
- Scottish Social Housing Charter
- Scottish Housing Regulator's Standards
- Health and Social Care Standards
- Data protection rules (we keep your information safe)