



## Group Decanting Policy

### Group Decanting Policy

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## Group Decanting Policy

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## 1. Introduction

There are occasions when Caledonia Housing Group will be required to manage the decanting of tenants. This may occur in response to an emergency situation or when a property requires major works, such as refurbishment, modernisation, or demolition, and it is not practical or safe for the occupier to remain during the works.

## 2. Principles, Aims and Objectives

### Aims

- To manage decant proceedings in an efficient and equitable manner.
- To cause the least possible disturbance to tenants who are obliged to decant on an emergency, temporary or permanent basis.

### Objectives

- To ensure fairness in the calculation of amounts due to tenants if not determined by statute, using a fair and consistent basis for the assessment of the loss or costs incurred.
- To make reasonable payments to tenants who are required to move.
- To help tenants manage and arrange the move in a responsible manner.
- To ensure that accommodation is provided with similar adaptations where an individual has particular needs and their existing home has been specially adapted.
- To ensure prompt payment of compensation, making every effort to determine the amounts due as soon as possible after the event giving rise to a tenant's claim.

### Relevant Legislation

The Home Loss Payment (Specification of Amount) (Scotland) Regulations 1989 (as amended) provide the framework for payments to tenants who must permanently vacate their homes.

A claimant is required to meet all the following criteria in order to qualify for a home loss payment:

- They must have occupied the property as their sole or main residence for a period of one year prior to the date of displacement.
- The move must be permanent.



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- The claimant must be a tenant, an employee in a tied property, a spouse with occupancy rights under the Matrimonial Homes (Family Protection) (Scotland) Act 1981 or any person with any “interest in the dwelling house”

In addition to the above the claimant’s removal must be as a consequence of one of the following events:

- Compulsory acquisition of the property by a body with compulsory purchase powers;
- Demolition, improvement or closing order under the Housing (Scotland) Act 1987;
- The Development of Land acquired by an authority with compulsory purchase powers;
- Improvement or redevelopment by an RSL;
- Demolition of a dangerous building;
- A court order for recovery of possession proceedings by an RSL, with suitable alternative accommodation being available to the tenant. This only applies to secure tenants

### 3. Definitions

Decanting – is a legal definition used to explain the process where tenants are required to move from their homes for repair work to be undertaken.

Planned Permanent Decant - this is when a tenant is moved out of their property and there is no intention to return them to it.

Planned Temporary Decant - this is when a tenant is moved out of their property, to enable pre-planned work on the property to be carried out, with the intention of returning them to the property at the earliest opportunity.

Unplanned Emergency Decant – this is when a tenant is moved out of their property due to an emergency such as fire or flood, with the intention of returning them to the property at the earliest opportunity.

The decanting process will not be used as a means of permanently rehousing tenants who wish to transfer for reasons not related to repair, improvement, or safety

Caledonia Housing Group – includes Caledonia Housing Association and Cordale Housing Association.



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### 4. Policy Statement

The criteria for accommodation to be provided by a landlord is as follows:

Where possible, tenants being moved as part of a planned decant will be allocated a property with the same number of apartments as the property in which they already live;

Accommodation will be allocated according to the tenant's needs which will be assessed by:

- Apartment size according to confirmed family complement;
- Location for specific reasons e.g. proximity to work, education, or medical care.
- Required adaptations.
- Tenant's stated preference.

Properties will be wind and water tight. Due to the dispersed nature of the stock within the Group, accommodation from other landlords may be utilised;

While a tenant is required to move the rent they pay shall be the same, or where the rent is less than that of the existing property then the rent payable will be the lesser.

Where the decant is a planned temporary decant, tenants will be required to sign a declaration agreeing to return to their original tenancy prior to moves being arranged;

Where a move has occurred to allow demolition of property to proceed or to create vacancies for a remodeling program that will reduce the number of units available, tenants will be made an offer of permanent alternative housing as properties become available;

As part of a planned decant the landlord will coordinate and pay for the following:

- furniture removal and storage of furniture where this is required;
- mail redirection;
- telephone disconnection/reconnection.
- gas/electrical appliance disconnection/reconnection i.e. cooker, washing machines. Where the Group arranges for gas cookers to be disconnected or reconnected it is the tenant's responsibility to ensure their appliance meets the existing required standard. The Groups contractors cannot reconnect appliances that do not meet those legal standards;
- disconnection/reconnection of TV aerial/satellite/cable.
- Lifting and relaying of carpets and/or curtain and carpet alterations



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If a tenant wishes to arrange the above services, they can be reimbursed upon providing receipts up to a maximum of £300.

In this instance tenants will need to arrange their own contents insurance;

Where the tenant receives emergency alarm or care services or meals on wheels, we will liaise with the appropriate agency to make sure the service is transferred to the decant property and then back to the permanent property;

All landlords within the Group will ensure that the planned temporary decant accommodation provided will conform to the normal letting standard of the organisation and will additionally include:

- Fitted carpets;
- Vinyl floor covering in kitchen and bathroom;
- Fully operational heating and hot water system; and
- Washing machine and tumble dryer (if no drying facilities are available)

Where tenants have access to laundry facilities and have paid towards this through their service charge and are moving back into a remodeled property, without this amenity, then they will receive a washer/dryer for their property. This will not be maintained by the landlord and will be paid for only once.

Tenants who have to move due to major works will have a legal right to return.

### **Home Loss and Decant Payments**

#### Home Loss

Home Loss payments will be made to tenants where they qualify under the criteria set out under the relevant legislation. The amount that will be paid is detailed in Appendix 2 (payment Schedule)

#### Decant Payments

Decant Payments will be made to tenants where they are to be temporarily relocated as part of a planned decant. The amount that will be paid is detailed in Appendix 2. The payment will be the same if the tenant arranges their own temporary rehousing.

In both instances, the landlord will still provide a full removal service or refund the tenant up to a maximum of £300 to ensure that the inconvenience to the tenant is minimised and the process is effectively coordinated.



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### **Replacement Allowances**

Replacement Allowances are to ensure that tenants are not significantly 'out of pocket' as a direct result of planned works taking place in their home. These are contributory compensation payments to reflect that particular household items, such as carpets, blinds and floor coverings, may no longer fit back into an improved house.

The intention is, therefore, to acknowledge this possible eventuality, as well as achieving across the board consistency and fairness in the levels of payments made.

#### Types of allowances provided.

The following are the allowances available and the criteria for issuing them, with the amounts payable detailed in Appendix 2.

#### Decoration

Where properties have been the subject of decanting arrangements, all rooms affected by the works will be fully decorated prior to the return of the existing tenant or allocation to a new tenant. This will be to the basic finish as per the lettable standards as detailed in the Landlords Voids Policy. No allowance will be paid.

#### Window Blinds/Curtains

Where replacement windows have been installed which alter the dimensions so that the existing blinds or curtains do not fit, an allowance will be authorised to compensate for alterations to or contribute to new blinds/curtains, at the tenant's discretion.

#### Floor Covering Allowance – Damage to Existing

Where damage to floor covering is anticipated as part of the work, e.g. where new kitchen units are a different size from existing units leaving a gap in the floor covering, then an additional floor covering allowance will be approved.

#### Floor Covering Allowance – Wooden or Laminate Flooring and Non Slip Flooring/Tiles

Where tenants have fitted wooden or laminate flooring, with the prior permission of their landlord, and this is unavoidably damaged during removal from the property, an additional floor covering allowance will be approved



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### Removal and Storage of Furniture

The landlord will, where required, arrange removal and storage of tenants' furniture directly with a removal contractor on the tenant's behalf. The landlord will ensure that all necessary insurances are in place to cover the potential for damage of tenants' furniture during removal or while in storage.

### Emergency Decant

By their very nature, no emergency situation will be the same, however the priority will always be the safety of their tenants and their possessions, with priority always given to the safety of tenants.

Where a decant is required due to an emergency, such as to undertake emergency repairs following a fire, a flood or other major damage rendering the property immediately uninhabitable, we will, in the first instance, concentrate on locating suitable temporary accommodation for the tenant(s), their family and any pets. Accommodation will be considered from Caledonia Housing Group stock (including guest rooms), other local landlords or local authorities or hotels as a last resort.

Emergency decant accommodation will be allocated according to the tenant's needs wherever possible which will be assessed by:

- Apartment size according to confirmed family complement.
- Location for specific reasons, for example, proximity to work, education, or medical care.
- Required adaptations.
- Tenant's stated preference.

### Decants resulting from tenant's actions

Caledonia Housing Group distinguishes between emergency decants and situations where a property becomes uninhabitable following actions or omission of actions by tenant or member of the household which requires the Tenant to be decanted.

For example, the Tenant (or a member of their household) has caused or contributed to the need for decant by:

- Deliberate fire-raising within their own home or fire starting as a result of negligence.
- Deliberate flooding of their own home or flooding as a result of negligence.





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- Alteration carried out without approval by Tenant has caused damage to the home.

The list above provides examples and is not exhaustive.

In these situations Caledonia Housing Group will not find alternative accommodation and no decant, home loss payments or food allowance payments will be made. Tenants will be encouraged to contact the local authority for accommodation and Caledonia Housing Group may consider legal action to end the affected tenancy.

### Food Allowance

In emergency decants, where cooking facilities are not available in the decant accommodation (hotel/guest room), an allowance of £15 per household member per day will be provided for meals. This allowance will be paid until the end of the decant or from the date which alternative decant accommodation with cooking facilities is made available.

### Emergency Decant standards

Caledonia Housing Group will ensure that the emergency decant accommodation provided will conform to the normal letting standard of the organisation and have the items provided in planned decant accommodation. In addition to this, where the tenant's belongings have been damaged and they do not have Home Contents Insurance, we will provide:

- Cooker
- Fridge
- Bed
- Sofa
- Television

Once the immediate emergency has been resolved and the property is considered to be in a lettable condition Caledonia Housing Group will arrange for tenants to return to their homes.

## **5. Roles and Responsibilities**

The Group Decant policy shall be enacted through frontline staff.

The Neighbourhood Officer or Regeneration Coordinator will typically be the point of contact for tenants who are provided decant accommodation. They will coordinate all aspects of the removal process including administering payments up to the relevant delegated authority limit and will be supported by other CHG staff where appropriate. All efforts will be made to keep the affected tenants updated using relevant communication methods.



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Regular updates on regeneration programmes and emergency decants will be submitted to the Caledonia Housing Group Executive Management Team and relevant Governing Bodies.

Where significant Fires or Floods occur, regular reports will be submitted to the Health, Safety and Wellbeing Committee.

Caledonia Housing Group will submit Annual Returns on the Charter (ARC) each year to the Scottish Housing Regulator (SHR) to detail how many properties are used for decant at that time.

### 6. Procedures

Due to the complexity and range of potential scenarios that may arise during decant situations, a separate decant process document will not be produced. The guidance and standards set out in this policy are considered sufficient to ensure that its aims and objectives are met

Any tenant may submit a complaint, using the Group's complaints procedure if it is felt that the Group has failed to correctly apply this Policy.

### 7. Compliance and Enforcement

**We have a standard compliance statement:** *It is important that all members of staff, in carrying out their duties for the Group, do so in accordance with the Group's policy framework. Our policy framework ensures we comply with laws and regulation, while giving guidance to inform operations and decision-making. Our policies have been designed to be clear and easy to understand and are available on our website and intranet. If any member of staff is unclear as to their responsibilities under this policy, then they should refer to their line manager and / or the policy author for further guidance. A failure to comply with Group policies can have serious consequences for the Group. Should an employee become concerned about serious non-compliance with the policy, they should speak to their line manager or refer to the guidance set out in the Group Whistleblowing policy*

### 8. Review and Revision

This policy will be reviewed by the Regional Manager (or equivalent grade) three years from the date of Board approval, or sooner if required by legislative or operational changes.



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### 9. Approval and Effective Date

This policy was approved by the Caledonia Management Board on 21 April 2015 and last reviewed in December 2025 when only minimal changes were made.

## Appendix 1

# EQUALITY IMPACT ASSESSMENT TEMPLATE

## PART 1 – INITIAL CHECKLIST

<b>Title of proposal or policy</b>	Group Decanting Policy
<b>Lead Directorate / Service / Team</b>	Frontline Services
<b>Lead person</b>	Andy Dorrat
<b>Responsible officer</b>	Jill Fraser
<b>EIA contributors</b>	EDI Action Group – Nicola Macleod, Anne-Marie Fox-Smith
<b>Reference No.</b>	

## NOTES

- The **Brief Description** should include information on whether this is a budget saving, new proposal, change to an existing proposal or a review of an existing proposal
- The **lead person** is the individual tasked with completing the checklist. This will involve liaising with relevant contributors and collecting any other relevant information to inform this initial assessment. In some cases, the **Responsible Officer** will also fulfil this role.
- **The Responsible officer** is the Executive Management Team member with overall responsibility for the policy or service area being assessed. They have responsibility for signing off the completed checklist.
- In identifying **EIA contributors**, consider all relevant stakeholders including people internal and/or external to the organisation
- The **Reference No.** is the unique identifier for each assessment recorded in the EIA register.
- Identify the impact of the proposal or policy on those with each listed characteristic and determine whether this is positive (the group benefits from it), negative (the group is disadvantaged by it) or neutral (there is no over-riding positive or negative aspects to it).



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- Highlight where there could be overlaps between the groups, for example, older and disabled people.
- You should also provide an explanation (including referring to relevant evidence of why a positive or negative impact has been chosen – where there is no impact, record this decision in the form.
- Where there is a positive impact, there could also be a negative impact on others. Consider whether this is proportionate and or can be justified.

<b>1. Briefly describe the aims, objectives and purpose of the policy, practice, or service.</b>	<p>This EIA is being carried out as part of the review of an existing policy.</p> <p>The policy sets out the Group's responsibilities in relation to the management of decants.</p> <p>The policy supports the Group's commitment to customer service and placing the Customer first by ensuring the responsibilities of both the Caledonia Housing Group and tenants are made clear.</p>
<b>2. Who is intended to benefit from the policy, practice, or service? (e.g., applicants, tenants, staff, contractors)</b>	<p>It is our intention that all tenants benefit from this Policy, as it clearly outlines the responsibilities of both tenant and landlord during the decant process.</p> <p>We recognise that the process of moving home can impact on different groups of people in different ways, depending on their circumstances and characteristics. This Policy reflects that by committing to a fair and consistent approach, assessing each incident on a case-by-case basis, and offering appropriate support where required.</p>
<b>3. What outcomes are wanted from this policy, practice, or service? (e.g., the benefits to customers)</b>	<p>Effective management of the decant process ensuring adequate support for tenants and a consistent service throughout the process.</p>

Protected Characteristic/ Equality Group	Impact (explain the benefit, including relevant evidence used to identify the positive impact)	Rating for negative impact (low, medium or high)
<b>Age (including older and younger people)</b>	<p>Retirement and Sheltered Housing Managers can offer additional support to tenants living in Sheltered or Retirement Housing.</p> <p>Where a tenant's current home has been adapted to meet their needs, or where they receive specific support, the Caledonia Housing Group will, wherever possible, seek to provide alternative accommodation with similar adaptations or located close to existing support networks.</p>	<p><b>None</b></p>

Protected Characteristic/ Equality Group	Impact (explain the benefit, including relevant evidence used to identify the positive impact)	Rating for negative impact (low, medium or high)
	<p>This is to ensure continuity of care and accessibility.</p> <p>When providing decant accommodation, the Caledonia Housing Group will aim to offer housing that is of a comparable size and type to the tenant's current home. We will also take into account location requirements for specific reasons, such as proximity to work, education, or medical care</p>	
<b>Gender Reassignment</b>	None	None
<b>Sex</b>	None	None
<b>Race</b>	All communication will be provided using a method that can be understood, for example, using Happy to Translate.	None
<b>Disability</b>	<p>Retirement and Sheltered Housing Managers can provide additional support to tenants living in Sheltered or Retirement Housing.</p> <p>Where a tenant's home has been adapted to meet their needs or has support, the Caledonia Housing Group will, wherever possible, seek to provide alternative accommodation with similar adaptations or close to the support to ensure continuity of support and accessibility.</p> <p>Communication will be provided in an appropriate format.</p>	
<b>Religion or Belief</b>	None	None
<b>Pregnancy &amp; maternity</b>	Where the tenant is in receipt of support (inc medical care), the Caledonia Housing Group will, wherever possible, seek to provide alternative accommodation close to the specified support	None
<b>Sexual Orientation</b>	None	None
<b>Marriage &amp; civil partnership</b>	Where tenants require to be decanted the Caledonia Housing Group will seek to provide suitable alternative	

Protected Characteristic/ Equality Group	Impact (explain the benefit, including relevant evidence used to identify the positive impact)	Rating for negative impact (low, medium or high)
	accommodation in line with Apartment size according to confirmed family complement.	
Any other issues / characteristics	None	None

Please list below any actions that you plan to take because of any impact identified above

Action to remove or minimise impact	Lead Person	Timescale	Any other comments (including any resource implications e.g. staffing, training etc.)
N/A	N/a	N/a	N/a

Completed By (Name and Job Title):	Andy Dorrat
Date completed:	2 September 2025
Date reviewed by Responsible Officer:	
Date recorded in EIA Register:	
Date of 6 month review:	
6 month review completed by:	

All proposals which have been identified as having negative impacts (either high or medium) must be subjected to full equality impact assessment.





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### APPENDIX 2

1. Home Loss Payments	£1,500
2. Decant Payments (planned only)	£150 on moving out of the home £150 on moving back into the home
3. Food Allowance (emergency only)	£15 per day per household member
4. Full removal service, inc. removal and storage of furniture, all household items, will be provided for all decants (permanent or carpets & floor coverings; redirection of mail; temporary reconnection of telephone, tv, satellite & utilities).	This will be undertaken by the Landlord
Tenants making their own arrangements	£300 where receipts are provided
5. Replacement Allowances	
Blinds/Curtains (per blind or curtain set)	£30 Floor Covering Allowance
Damage to Existing (per carpet)	£150
Damage to Wooden, Laminate or Floor Tiles (per flooring)	£150
Maximum Allowance for Floor Coverings where all relevant criteria have been met	£400