**Decant Leaflet – Emergencies**

**Introduction**

*Decanting is the term used to explain the process where tenants need to move from their homes to a temporary property, to allow for works to be carried out.*

The purpose of this leaflet is to clarify what action will be carried out when you are decanted from your home. It is hoped that the information is comprehensive but you may have issues that you wish to discuss further. The lead officer and main contact for the duration of your decant is detailed below. Please contact them in the first instance should you have any questions.

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| --- | --- | --- | --- |
| **Officer Name:** |  | **Job Title:** |  |
| **Telephone Number:** |  | **Mobile:** |  |

**1. The Legal Position on being ‘decanted’.**

For housing management purposes e.g. succession of tenancy - you are still the secure tenant of your current home during the period of the decant and must return to your original tenancy at the end of the works. Should you fail to do so, action will be taken to recover the decant property as you have no legal rights to continue to occupy it.

**2. Your Decant Property.**

The Council will make every effort to ensure that the decant property meets your family’s needs. However, our ability to do so is dependent on the supply of empty properties available. Therefore, we cannot guarantee that the house size will be the same but we will ensure that the decant property meets any assessed medical needs you or a member of your family may have.

* **Rent**

If the rental cost of the decant property is less than your current home, you will be charged the lower rent. However, if the rent of the decant property is more than the rent of your current home, you will still continue to pay the same rental charge as you currently do.

If you are in receipt of Housing Benefit, the lead officer named above, will ensure that the Housing Benefit Section are aware of your change of circumstances and ensure that your benefit entitlement continues. (You must inform the Housing Benefit Section as normal, if there are any changes to your personal circumstances that may affect your benefit claim).

* **Utilities**

During your occupation of the decant property you will be responsible for the payment of utilities such as electricity or gas. The contractor carrying out the work in your home will make payments to cover any fuel costs for your home during the period of the works. All gas services will be capped for the duration.

**3. What the Council will arrange prior to the Decant**

When we have identified your decant accommodation the Council will carry out the following: -

* We will arrange for any furniture and belongings to be moved to the decant property. We can also arrange storage for any belongings that you do not want to take with you.
* We will ensure that your decant property is clean.
* We will arrange for the plumbing in of your washing machine.
* We can provide an electric cooker in the decant property and arrange for the storage of your existing cooker.
* If you are physically unable to pack your belongings, and no-one is available to assist you, we can make arrangements for this to be carried out on your behalf.
* We will carpet the decant house. Where possible, your own carpets will be uplifted by trained carpet fitters and stored until you return to your tenancy.
* If your decant property has a garden, we will arrange basic maintenance i.e. grass cutting, hedge trimming during the period of your stay.
* If your current tenancy has a garden, the contractor for the works will ensure that it is re-instated to its previous standard once the works are complete.

**4. Issues that you should consider before you move**

* Advising your Home Contents Insurers of your new decant address.
* Whether you wish to place some of your belongings in storage.
* Advising your Doctor and any other health professionals of your new decant address.
* Arrange for your mail to be redirected to your decant property with Royal Mail – a form is available from the Post Office or online. We will reimburse you for the cost of this service. Please provide us with a receipt.
* If you have children, that their school are advised of your new address.
* Ensure that any other businesses or organisations that need to know of your change of address are advised i.e. your local pharmacy or the suppliers of any rental appliances etc.
* Arrange with your telephone provider to transfer your landline to your decant property where appropriate. We will pay the transfer costs if a receipt is provided to us.

**UNDER NO CIRCUMSTANCES MUST YOU ENTER YOUR HOME FOR THE DURATION OF THE WORKS. THE PROPERTY IS NOT SAFE UNTIL SUCH TIME AS THE KEYS ARE RETURNED TO YOU.**

**5. Returning to your home after the Decant**

**Our Responsibilities**

* We will ensure that your home is clean and ready for your return.
* We will arrange for the plumbing in of your washing machine.
* We will re-install your cooker.
* We will arrange for your furniture and belongings to be moved to your home.
* We will arrange for the return of any belongings we have placed in storage.
* We will arrange for the re-laying of carpets by trained carpet fitters.
* We will ensure that the Contractor has made suitable arrangements to ensure that your garden in re-instated to an acceptable standard.

**Your Responsibilities**

* We will expect that the decant property is left in the same condition as when you took up occupancy. You will be re-charged for any damage caused.
* You are responsible for cancelling the redirection of mail to the decant address – this may take up to seven days.
* Please contact your telephone provider (where appropriate) to reconnect your landline. We will pay the transfer costs if a receipt is provided to us.
* If you have purchased any new gas appliances for your home whilst in the decant property these must be fitted by the supplier. East Lothian Council will not be responsible for fitting new gas appliances.
* Please advise your electricity and gas suppliers of your return and give them meter readings.
* Advising your home content insurers and other appropriate agencies of your return to your former tenancy address.

Versions of this leaflet are available on request on audiotape, in Braille, large print or your own language.

Phone 01620 827199