Decanting and compensation

Policy for tenants

www.cornwallhousing.org.uk
Tel: 0300 1234 161

We will try our hardest to meet your housing needs and to give you as much choice as possible.

Re-housing options

If you live in an area that is going to be redeveloped, your Decant Officer will visit you with someone from the Council letting team to explain your re-housing options and help you to register with Home Choice.

You will have the right to return to a property that meets your needs on the new development if that is your wish.

If you do not wish to return to the new development, you will be priority banded so that you can bid for other properties that become available on the Home Choice register.

If you do not wish to bid for properties through choice based lettings, we will identify your re-housing needs with you and offer you alternative housing that meets your needs.

We will try our hardest to meet your housing needs and to give you as much choice as possible. Offers will be made in line with the Councils' lettings policy.

If you choose to return to the new development, you will be re-housed temporarily in housing that meets your needs while the redevelopment takes place.

If you are under occupying your current property you may be asked to downsize to release family housing, but we will not offer you a property with less than two bedrooms, unless that is your preference.

"We will identify your re-housing needs with you and offer you alternative housing that meets your needs"

Moving house

For elderly and vulnerable households we will arrange and pay for removals and a packing service and help with any extra support that is needed. We will also assist you in bidding for alternative properties.

For other tenants the responsibility for organising the move is yours. Nearer the time an information pack will be provided with details of what you will need to arrange and when.

Home loss compensation

If you are being asked to move home because your existing home is going to be demolished, you are entitled to compensation for the stress caused to you. This payment is not meant to cover the cost of moving.

The compensation payment is called a Home Loss Payment and is paid only once, regardless of how many moves are made.

To be eligible for the Home Loss Payment tenants must have been in occupation of the property for at least one year.

From September 2008, the Home Loss Payment changed to £4,700 for each affected household. This amount is reviewed annually, and any uplifts are announced in September.

Payments will be made within three months of making a claim. Claims cannot be made until official Decant Status has been declared.

Disturbance payment

All households will be paid a fixed amount according to the 1985 Housing Act to cover all the costs incurred as a result of moving house. This is called a Disturbance Payment and is paid as well as the Home Loss compensation.

The amount you will be paid depends upon the size of the property you are moving into and also whether the move is permanent or temporary.

If you are moving to a permanent home outside of the redevelopment area, you will receive one payment as follows:

1 bed £1000
2 bed £1300
3 bed £1500
4 bed £1700
5 bed £1800

If you are moving into temporary housing and then back into a property on the new development, you will receive two payments:

- For the first move into temporary housing you will receive one payment of £450, regardless of how many bedrooms in the property.
- For the second move back into a permanent house on the new development you will receive the following:

1 bed £1000
2 bed £1300
3 bed £1500
4 bed £1700
5 bed £1800

"For elderly and vulnerable households we will arrange and pay for removals"

For elderly and vulnerable households who are using the removals and packing service provided by Cornwall Housing, £350 will be deducted from Disturbance Payments, as Cornwall Housing will pay for this service direct.

The Disturbance Payment will be paid up front and it is your responsibility to budget the cost of moving.

In most circumstances you will be able to re-use existing curtains, lampshades, and re-fit existing carpets; however an amount has been included in the Disturbance Payment to cover the cost of replacements in case you are unable to re-use these items.

The Disturbance Payment does not include an amount to cover the cost of new furniture. If you do not wish to use your existing furniture that is your choice but Cornwall Housing will not pay for replacement furniture.

In addition to the Disturbance Payment, Cornwall Housing will pay registered engineers to carry out the following work for you:

- re-plumbing of washing machines, dish washers and washer dryers.
- disconnecting or reconnecting your cooker.
- any other necessary gas engineer work.

If your gas appliances are no longer useable as you are moving to an area without gas, Cornwall Housing will pay for a replacement like-for-like cooker.

If you have a garden shed Cornwall Housing will arrange and pay for an approved contractor to dismantle and reassemble your shed, or replace it with a new one if this is not possible

If as a result of the move your child has to change schools and can no longer use their existing uniform due to school uniform policy, Cornwall Housing will reimburse you the cost of a new school uniform.

Getting in touch with us

If you wish to contact us either to make a request for an alteration or improvement or just to discuss any issues generally, you can do so in one of the following ways:

Telephone: **0300 1234 161**
Email: **info@cornwallhousing.org.uk**
Fax: **01872 260678**
Text: **07941 712 712**

Write or call in to:
Cornwall Housing, Chy Trevail, Beacon Technology Park, Bodmin, Cornwall, PL31 2FR.

If you would like this information in another format or language please contact:

Cornwall Council, County Hall,
Treyew Road, Truro TR1 3AY

Telephone: 0300 1234 100
Email: enquiries@cornwall.gov.uk
www.cornwall.gov.uk

Printed on recycled paper. JN???? March 2012

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