
STATEMENT OF INTENT

The purpose of the Saffron Group's (referred to hereafter as Saffron) Decant Policy is to set out the circumstances when a resident may be decanted, what residents can expect if they are required to move from their home, what compensation may be paid and the likely options for rehousing that Saffron will be able to offer.

1.PURPOSE

- 1.1 A decant is where a resident is *required* to move from their permanent home into alternative accommodation. The reasons for the move will generally be because of major repair works (sometimes due to unexpected damage) or the improvement, disposal or redevelopment of their home.
- 1.2 The move becomes necessary when the property is unsafe, uninhabitable, or the scope of the works makes it impractical for the resident to remain in their home.
- 1.3 It could be a permanent or temporary decant and may involve anything from moving a single household, to managing a programme of decants across a large number of properties.
- 1.4 Saffron recognises that the decant process can be particularly upsetting and stressful to residents. We will seek to minimise the disruption to residents wherever we are able to.
- 1.5 Residents who are compelled to move permanently, including Saffron employees who live in tied accommodation under their contract of employment, may have a legal right to compensation for the loss of their home and/or the costs of moving.
- 1.6 This policy sets out how Saffron will work with affected residents, and when we will compensate them for the loss of their home and the additional costs they may incur.

2.DECISION TO DECANT

- 2.1 We will only decant tenants in exceptional circumstances, where the property is uninhabitable and it is not possible to undertake the works with the tenant in-situ. In deciding whether a decant is necessary we will consider the household composition, needs and preferences, the likely time periods involved, the suitability of alternative accommodation and the level of disruption. We will also consider the relative cost of carrying out works with the household in situ, compared to the cost of decanting.
- 2.2 We will involve and consult residents from the outset, but for our tenants, it is ultimately Saffrons' decision as to whether a tenant can remain in a property.
- 2.3 If a tenant refuses to move we will take legal action to recover the property and offer suitable alternative accommodation.

2.4 Where a property is owned by Saffron but managed by an agent; managed by Saffron on behalf of another property owner, or the property is leased; the responsibility for decants will be managed in accordance with the management agreement or the terms of the lease. If the agreement or lease does not explicitly mention decant processes, the property owner and the managing agent/leaseholder (as applicable) will need to agree who will cover the costs of decanting the resident prior to any works being undertaken. Please see section 3.3 of the Unplanned Decant Procedure for further detailed information.

3. TYPES OF DECANTS

Decants will generally fall in to one of the following categories

- Unplanned – temporary (emergency)
- Unplanned – temporary (non-emergency)
- Unplanned – permanent
- Planned – temporary
- Planned – permanent

Temporary decant: when a resident is moved out to enable work on the property to be carried out with the intention of returning them to it at the earliest opportunity.

Permanent decant: when a resident is moved out of their home and there is no intention to return them to it

3.1 Unplanned Emergency Temporary Decants

Where an unplanned event occurs (for example a fire, flood, storm damage or major leak) that results in a Saffron tenant having to be moved immediately because the property is unsafe or uninhabitable, temporary accommodation will be arranged until the situation can be fully assessed. The following options may be considered and will depend on the availability and suitability of accommodation and the relative costs:

- Tenant staying with or visiting family or friends
- Bed and breakfast, hotel or hostel accommodation (Saffron uses Capita to arrange this type of accommodation).
- Guest rooms in Saffrons housing with support schemes (restrictions apply – see section 4 of the Unplanned Decant procedure)
- Referral to the Local Authority for temporary accommodation

Staying with family and friends is the preferred option, and an allowance of £50 per day per household will be paid to the tenant to compensate their relative or friend for the inconvenience and additional costs. If the family or friends are not in the local area, we will also consider paying reasonable travel costs for the tenant to stay with them. The £50 sum is payable per night and is intended to cover food, drink and the accommodation.

The friends and family rate of £50 will reduce after week 1, to £25 in week 2 and to £15 in week 3 and week 4. Usually the use of friends and family temporary accommodation

will not normally be for longer than 4 weeks. When a short extension (1 to 2 weeks) to this maximum period is required, it should be authorised by an Assistant Director. The rate will continue at £15 per day.

The rates (£50, £25 and £15) are per day, per household and will not be adjusted up (or down) to reflect family size.

Where a decant is required for longer than 4 weeks, or 4 weeks plus a short extension already authorised by an Assistant Director, payment will reduce to £0 (zero) per day, where we have been able to make a reasonable alternative offer of temporary or permanent accommodation. Where we are unable to find suitable alternative accommodation an Assistant Director can authorise a further period of payment of £15 per day, per household for as long as they determine to be reasonable.

See section 5.5, for details on payments to decanted tenants when the hotel does not provide an evening meal.

Out of Hours

If the situation occurs out of office hours and the tenant cannot go to family or friends, we will arrange one nights hotel accommodation until a full assessment can be made the following working day (or up to three nights if it occurs during a Friday evening). If a suitable hotel room can not be found, the Out of Hours Officer or other staff member will contact the local authority Homeless Persons Unit. The member of staff contacting the local authority should make a referral for emergency accommodation. The local authority has a duty under Part VII of the Housing Act 1996, as amended by the Homelessness Act 2002 to provide temporary accommodation.

Once the situation has been assessed, it will either be an unplanned non-emergency temporary decant (e.g. due to flooding), or an unplanned permanent decant (e.g. after a major fire where the property would have to be demolished).

3.2 Unplanned Temporary Decants (non-emergency)

Where unplanned repair work is required that cannot be carried out with the resident in situ but does not require the resident to leave immediately, temporary alternative accommodation will be arranged when the work is to be done. Consideration will be given to the likely time to complete the repair, the availability of suitable accommodation and the relative costs of each option. For these decants, the following principles apply:

- the move only lasts as long as it takes to complete the repair works
- the tenant remains a tenant of their original home at all times
- the temporary home is let on a decant tenancy, and the tenant has no right to remain in the decant property, once the decant tenancy has ended

The following options will be considered *in addition to* the accommodation options for unplanned emergency decants:

- Hotel accommodation up to a maximum of three weeks
- Saffron's own vacant properties

- Private rented accommodation

Where a tenant has been temporarily decanted they will remain liable for the rent and service charge at their permanent home. We will manage any tenancy breaches at either property in line with the relevant policy. In some circumstances, tenancy action may need to be taken at both addresses.

3.3 Unplanned Permanent Decants (non emergency)

A permanent decant may be required where the damage is so extensive that permanent rehousing is necessary e.g. a major fire. A permanent decant will also be considered where the work is expected to take a long time i.e. more than 6 months and the tenant would prefer to move permanently. In this situation, they must have an existing housing need for the size of the decant property, and suitable alternative accommodation is available so that the necessary repair works are not unreasonably delayed.

3.4 Planned Temporary Decants

A planned temporary decant may be required where works such as damp proofing, structural works or asbestos removal are to be carried out. It will usually impact a number of properties and be part of a programme of works. The work may leave the resident without basic facilities for a period of time, or there could be a health and safety implication that requires the resident to be decanted. In all such cases the resident will be able to return on completion of the works. For these decants, the following principles apply:

- When the tenant is to be decanted for longer than four weeks, we will use one of our own void properties for the temporary accommodation wherever possible
- The move only lasts as long as it takes to complete the repair or improvement works
- The tenant remains a tenant of their original home at all times
- The temporary home is let on a decant tenancy, and the tenant has no right to remain in the decant property once the decant tenancy has ended.
- The tenant will usually only be made one offer of temporary suitable alternative accommodation.
- If the tenant wishes to remain permanently in the temporary decant accommodation, at their discretion, a Lettings Manager may approve such a request. The permanent move would need to address an existing housing need such as, overcrowding and there must not be any breaches of tenancy (including rent arrears). The move would need to be in accordance with Saffrons Access to Housing Policy and any relevant nomination agreements.

3.5 Planned Permanent Decants

A permanent decant may be necessary where it is planned to dispose of, demolish, or redevelop the property; or to remodel the whole block or estate; or to alter the property to the extent that it is no longer suitable for the existing tenants needs. Saffron will work closely with affected tenants and residents at all stages to support them through the process and help find suitable alternative accommodation. Where a whole block or estate is affected due to regeneration, a resident's offer document will be drawn up in

consultation and negotiation with tenants and other residents, but generally the following principles apply:

- Where a new development is planned, residents will not always automatically have the right to move to the new properties.
- When we have already started possession proceedings against a tenant (prior to the resident being decanted) we will continue the legal action to end the tenancy. Depending on the timing of such legal action, the action will be taken against either the property the tenant has been decanted from or into.
- Existing Secure or Assured tenants will be offered a 'lifetime' Assured tenancy.
- We will provide a package of support tailored to each households needs
- Tenants will be given priority to bid for Saffron properties but if they have not successfully bid, we will match tenants to properties that become available to make at least two offers of suitable alternative accommodation.
- When a number of tenants have the same level of priority they will be prioritised by the tenancy start date, with the oldest tenancy having the highest priority.
- Where the tenant is a Saffron employee living in a tied property, Saffron will comply with any statutory or contractual obligations for rehousing.

3.6 Suitable Alternative Accommodation

Suitable alternative accommodation means accommodation which provides the tenant with equivalent security of tenure and is similar in regards to rent, size, situation etc. as required under Schedule 2, Part III of the Housing Act 1988. The accommodation must also meet the tenants' needs as set out in Saffrons Access to Housing Policy.

Where the tenant is currently under occupying, they will be offered a smaller property that meets their current needs. We will allow under occupation by up to 1 bedroom when the tenant requires it, for example for children to stay from a previous relationship or a carer who is not normally part of the household. The tenant must be able to demonstrate that they can afford to pay the rent.

Wherever possible we will offer like for like, in that we will try not to move a tenant from a house to a flat or from a flat to house, but this depends on the availability of properties in the local area and whether it would unreasonably delay the planned works. A flat may be on a different floor from the tenants existing property. However, it will meet any mobility and access needs that are provided for in the current property.

We will have regard to the tenants stated preferences in terms of location and proximity to relatives or schools, but it will be deemed as suitable if it is of the appropriate size and is in reasonable travel distance to the tenant and partners place of work i.e. no more than 1 hours travel each way and requiring no more than 1 change of public transport.

Where the tenant has adult children permanently living with them and we are unable to find a large enough property, separate alternative accommodation may be offered to the adult child or adult children.

If the tenant refuses the offers of suitable alternative accommodation, or refuses to move at all, Saffron will take court action to gain possession of the property and offer suitable alternative accommodation.

Not all circumstances can be easily covered in this policy and Saffron will apply its discretion in making any further offers of accommodation

4. Rent and Rent Arrears

For permanent decants the tenant will continue to pay the rent and service charge at their permanent home, until their tenancy ends.

If the tenant has arrears of rent or service charges, or other debt owed to Saffron, these will be deducted from any Home Loss Payments due, with any remaining arrears being transferred to the rent account of the new tenancy.

While the tenant is temporarily decanted, they will continue to pay their rent at their permanent home and with no rent due on the temporary accommodation. Where the temporary accommodation does not provide access to cooking facilities e.g. a hotel, the tenant will receive compensation payments (see section 5.4).

Where the rent of the decant property would be lower than the rent at the permanent property we will abate the difference.

If a temporary decant occurs at the time of an annual rent review, the rent on the permanent property will still be increased and relevant rent increase notices served.

5. Tenant Compensation

Saffron will meet all reasonable costs that tenants incur as a direct consequence of being required to move home. See other sections for payments to leaseholders and shared owners. We will not make any payments to lodgers or licensees as Saffron does not have any legal duties in this respect.

5.1 Home Loss Payments

Where Saffron **requires** a tenant to move **permanently** due to demolition, improvement (which includes alteration or enlargement) or redevelopment (which includes a change of use), they are entitled to claim a statutory Home Loss Payment. The payment is to compensate them for the personal upset and distress of losing their home. Home Loss Payments are not available for temporary decants, nor decants arising as a result of an intended sale of the property.

To qualify for the Home Loss Payment they must:

- be the tenant (but see below regarding spouses and civil partners);
- have occupied the property as their sole, or main home for a minimum of 12 months at the date of displacement (irrespective of whether they were the tenant throughout e.g. where they are a successor)
- be moving as a result of the proposed works

A spouse or civil partner of a tenant may claim Home Loss Payment if it can be shown that there is a matrimonial home right. The spouse/civil partner who remains in occupation, is treated as occupying by virtue of his or her spouse's interest under the

tenancy. A spouse who has moved out of the property will not be able to claim, as he or she will not be able to satisfy the occupation condition.

Tenants who have not occupied their property for 12 months will not be eligible for a Home Loss Payment, although they may be eligible for a Disturbance Payment.

Tenants who have been given formal notice of the need to be permanently decanted and take their own steps to find new accommodation, rather than waiting for the formal decant offer, will remain eligible for a Home Loss Payment. This includes those who transfer or move into the market rented, shared ownership or private sale sectors.

More than one person can be entitled to a Home Loss Payment. In these circumstances the payment is shared equally between those entitled, meaning that there will only be one Home Loss Payment per household.

If a household has to move to temporary accommodation before moving into new permanent accommodation, the household will still receive one Home Loss Payment unless all the conditions for the payment are again met.

Where a household has moved into a new home on the basis that this will be their new permanent home, and then Saffron's redevelopment plans change to include the household's new home, they will be entitled to a further Home Loss Payment, as long as they have lived in the new home for at least 12 months, at the date of displacement and they are moving as a result of the proposed works.

Where a tenant is decanted temporarily but requests to remain permanently in the decant property, they are not entitled to the Home Loss Payment.

If tenants are evicted prior to being decanted, they will not receive a Home Loss Payment.

Any claims for Home Loss Payments must be made using the relevant claim form or in writing within 6 years of the date of displacement.

5.2 Discretionary Home Loss Payments

If the conditions for a statutory Home Loss Payment have not been satisfied throughout the period, but are satisfied on the date of displacement, then Saffron may make discretionary payments: this is entirely at Saffron's discretion and must be approved by an Assistant Director. Where discretionary Home Loss Payments are approved, the amount paid must not exceed the amount paid for statutory Home Loss Payments.

Tenants who are to lose their home permanently due to sale or transfer of properties do not qualify for statutory payments, but Saffron will consider making discretionary payments in those circumstances.

Saffron will not make any discretionary payments where the need for to decant has arisen due to wilful or negligent actions of the tenant, or a member of their household.

5.3 Disturbance Payments (Permanent Decants)

Tenants who are **required** to move **permanently** due to demolition, redevelopment or improvement works have a statutory entitlement to disturbance payments. Tenants need to have occupied the property at the time of acquisition by Saffron.

The purpose of the payments is to reimburse tenants for all *reasonable* costs they have actually incurred as a result of having to move. There is no minimum length of occupation required but the tenant must be in lawful occupation of the property on or before the date of displacement.

Disturbance payments are paid in addition to any Home Loss Payment due to the tenant.

To avoid the tenant having to pay costs in advance, Saffron will try to meet the costs directly with contractors and suppliers wherever possible. When the tenant makes the initial payment and claims reimbursement from Saffron, receipts or reasonable evidence must be provided for all costs before payment is made. In some cases, we may agree a lump sum disturbance payment with affected tenants, to meet the costs of moving and to avoid the need to submit receipts for each item.

See appendix 1, for examples of costs that will be covered where a tenant is **permanently** decanted.

5.4 Discretionary Disturbance Payments (Temporary Decants)

Where there is not any statutory entitlement to Disturbance Payments due to the decant being temporary, Saffron may on a discretionary basis provide financial assistance to tenants up to any limits in this policy; this is entirely at Saffron's discretion. Any discretionary payment will need to be authorised by an Assistant Director.

We will not make any discretionary payments where the decant need has arisen due to wilful or negligent actions of the tenant, or a member of their household e.g. where they have caused a fire. In these situations we will only refer the tenant to the local authority homeless persons unit for assistance.

If Saffron decides to make a discretionary disturbance payment, evidence must be provided for all costs, as reimbursement will only be paid when bills or receipts are submitted with any claims, unless we agree to pay a one-off lump sum amount. Claims can be for costs incurred when moving out and returning to the permanent property.

See appendix 2, for examples of costs that we will consider covering where a tenant is **temporarily** decanted.

6. Leaseholders including Shared Owners

For planned works we will consult leaseholders and shared owners on any major works before any discussion about possible decants. Saffron will seek legal advice, if we are prevented from fulfilling our repair and maintenance obligations, as a result of a leaseholder refusing to be decanted.

Where we have a statutory duty to, we will compensate leaseholders for the loss of their home; otherwise they will be expected to recover their costs through their own insurance cover. (Note - technically the legislation also applies to freehold properties, but it is unlikely that Saffron will acquire such properties, especially as it has no powers to do so.)

The conditions for Home Loss Payments and Disturbance Payments are the same as for tenants, i.e. the decant must be permanent due to redevelopment or improvement works, and the owner or their sub tenant must have been living in the property at the date of displacement (and for Home Loss, for the previous 12 months). See section 6.2 below.

6.1 Suitable alternative accommodation

Saffron may not have the same duty to provide alternative accommodation to leaseholders and shared owners, as it may for its tenants in respect to temporary decants, however we will provide suitable alternative accommodation where:

- there is an obligation under the terms of the lease;
- the decant is required as a result of Saffrons actions, failure to act or negligence
- it may help facilitate the progress of essential works

Where there isn't any obligation to provide alternative accommodation, we may charge the resident rent under a temporary decant tenancy.

6.2 Determining the value of a Home Loss or Disturbance Payments

Home Loss Payments

The amount of Home Loss Payment is set by the Government, and is currently 10% of the market value of an owner's interest in the property, subject to a minimum of £6,400 and a maximum of £64,000. These amounts are set out by law in the Land Compensation Act 1973 and the Home Loss Payments (Prescribed Amounts) (England) Regulations 2019 which replace the earlier regulations. 2018 regulations are effective from 1st October 2019.

Note! The rate of the Home Loss payment (maximum and minimum amounts) is reviewed by Government. Whilst this policy will be updated, before making any final calculations on the amount involved, the reader should check for the latest statutory guidance published by the government. These are usually found by an internet search for 'home loss payments prescribed amounts'.

Shared owners therefore receive a statutory Home Loss Payment of 10% of their interest in the property, between a minimum of £6,400 and a maximum £64,000. The minimum cannot be reduced to reflect the tenant's percentage interest in the property.

In all other cases e.g. sub-tenants who have an interest in the property under a tenancy, but not an owner's interest, the Home Loss Payment is currently £6,400. In such

situations the payment will be split equally between the numbers of people with an interest in the property.

Saffron or the resident has the right to apply to the Upper Tribunal (Lands) in the event of disagreement about the value.

6.3 Disturbance Payments

Saffron will pay all reasonable expenses that the owner or sub tenant incurs as a result of the **permanent** decant. Interest will be payable from the date of displacement until the date of payment at the prescribed rate. Examples of reasonable expenses are set out in section 5.3 above, but each payment will depend on the particular circumstances.

Saffron or the resident has the right to apply to the Upper Tribunal (Lands), in the event of disagreement about the amount of disturbance payment due, as a result of a statutory obligation.

Saffron will not normally pay Disturbance Payments to owners or sub tenants who are required to decant temporarily, unless there is an obligation under the lease, or the decant is required as a direct result of Saffrons actions, failure to act or negligence. In these cases we will process any claims under our liability insurance.

If we do decide to make a discretionary disturbance payment, then we will pay reasonable costs up to the values set out in this policy. The amount of discretionary disturbance payment cannot be varied from the amount that would have been payable if the resident had legal entitlement.

7. Elderly and Vulnerable Residents

Additional assistance may be provided to elderly residents over 70 years of age or, at Saffrons discretion, any other resident assessed to be particularly vulnerable or frail and in need of additional help and support. This may include residents that have a diagnosed mental health problem, or who are in receipt of a care package or have an additional medical condition.

Offers of additional assistance may include a packing/unpacking service and other practical assistance such as contacting utility companies, temporary rehoming of pets, redirecting post, procurement of carpets and curtains on behalf of the tenant etc.

If a disabled or vulnerable tenant is unable to move to temporary decant accommodation, because we have been unable to find accommodation that meets their needs, we will work with the tenant to assist them to vacate the rooms we need to work in while they remain in the property.

Where tenants who live in Saffron designated supported housing have to be decanted, the Specialist Housing Team will liaise with the commissioning body, CST and the support provider to identify suitable alternative accommodation.

8. Resident Communications

Saffron is committed to involving and keeping residents informed at all stages of the decant process. The relevant housing team will:

- inform residents once a firm decision has been made about the required works
- consult residents at the earliest opportunity about their housing options
- provide regular updates to keep residents informed and agree the frequency of updates with the resident
- where a programme of decants is planned, we will provide residents with a named tenant liaison officer, to act as their single point of contact as soon as it is identified that tenants will need to move. They will conduct individual household needs assessments, discuss rehousing options and agree the package of support.

We will contact tenants within 4 weeks of their permanent move or return to their permanent property to check how they are settling in and follow up on any outstanding issues. All tenants who have been through the decant process will be asked to complete a satisfaction survey which will be used to review and improve our practice if that shows to be necessary.

9. Complaints

If any resident believes that they have not been treated in accordance with this policy, they may complain through Saffron's Complaints Procedure.

Appendix 1

A list of example costs that will be covered where a tenant is **permanently** decanted:

Removal and storage costs

Saffron will either arrange the removal or storage with a company directly, or reimburse the costs but we require two quotes to be obtained. Boxes can also be provided to help with packing.

Deposits

We will provide any necessary deposit if required for any temporary accommodation we have agreed to, until permanent accommodation is available. However, the occupier will incur the cost if the deposit is not returned in full, due to a fault of the occupier. This will be deducted from any other compensation payments due to the tenant.

Disconnection and reconnection of washing machines and other plumbing

Where applicable we will arrange for the disconnection and reconnection of a washing machine or other 'plumbed in appliances' e.g. dishwasher.

Telephone, Satellite/Cable TV and internet connections

We will reimburse any costs for reconnections at the decant property.

Disconnection and reconnection of cooker

Where required, we will arrange for this to be done by our contractors or we will cover the cost of disconnection and reconnection work, carried out by a registered Gas Safe fitter.

Where the decant is from a property with a gas supply to a property with an electric-only supply or vice versa, Saffron will provide a new cooker up to a maximum value of £375.

Redirection of mail

If the tenant arranges a re-direction of mail, we will reimburse the cost for all household members for up to 6 months.

New school uniforms

Where decanting results in the need for a child to change schools, we will assist with the cost of one new uniform per child, where the school requires a uniform to be worn. We will require confirmation from the school on the uniform requirements.

Replacement of security locks and alarms

We will remove and refit security locks and alarms, or reimburse any costs incurred if the tenant has to employ a contractor. Installations must be by an approved locksmith and compliant with current building regulations.

Rehoming for pets

In the event of a tenant being unable to take a pet to their new home due to restrictions placed on the property, we will reimburse reasonable rehoming costs. Only households that have requested permission to keep a pet, as per the Saffrons Pets Policy (do we have one?), and are adhering with the tenancy obligations associated to pet ownership will be eligible.

Adaptations within the home

We will cover the cost of the removal and refitting of adaptations approved by an Occupational Therapist (OT). If the tenant has to employ a contractor, the work has to be undertaken by an OT approved contractor.

Carpets and floor coverings

Households are expected to re-use the floor covering in their homes. We will arrange for the uplift and refitting of carpets and underlay or laminate flooring. If this is not possible or partially not possible, Saffron will cover reasonable costs of replacement floor covering, normally up to a maximum of £8 per square metre per room, with an

additional £4 per square metre if underlay is required. The overall cost of providing replacement floor coverings should never exceed £300 per room.

Curtains and window covering

Households are expected to re-use their current window covering and make any alterations to the length and width. We will arrange for curtain rails to be removed, altered and refitted. Where this is not possible, we will cover reasonable costs of replacement window coverings, normally up to a maximum of £75 per window.

Light fittings

Existing light fittings will be transferred and refitted. Where additional fittings are required in the new home we will only cover the cost of basic lampshades.

Compensation for Improvements

Any improvements the tenant has made to the property such as a new bathroom will be compensated for, if the tenant had received our prior written permission. The compensation amount will be calculated in accordance with Saffron's Compensation for Improvements Policy.

Decorating costs

Where there is evidence of disrepair (e.g. damp, filling holes or covering uneven surfaces) we will redecorate the affected area. If we are not able to redecorate, we will cover any reasonable costs to do the work.

Loss of wages

At our discretion, we will reimburse the tenant for loss of wages or income where time off is unavoidable due to displacement. We will require written confirmation from the tenant's employer of any loss of wages.

Survey fees

We will reimburse leaseholders for any reasonable survey and related fees incurred as a direct result of having to purchase another home.

Appendix 2

A list of example costs that will be covered where a tenant is **temporarily** decanted:

Removal and storage costs

Saffron may either arrange the removal or storage with a company directly, or reimburse the costs where it is necessary to move belongings or furniture, but will require two quotes to be provided.

Disconnection and reconnection of washing machines

We may arrange for the disconnection and reconnection cost of a washing machine, or for decants lasting more than 1 week we may reimburse laundry costs of up to £10 per week, where the tenant has no access to laundry facilities.

Telephone, Satellite/Cable TV and internet connections

We may cover the cost of monthly subscriptions where the decant lasts longer than 1 month.

Disconnection and reconnection of cooker

We may arrange for the disconnection and reconnection of the tenants cooker by a registered Gas Safe fitter.

Redirection of mail

Where the tenant is decanted for more than 2 weeks, we may reimburse the cost of mail redirection for all household members for up to 3 months.

Rehoming for pets

We will try to re-home pets with their owners, but where a tenant is unable to take a pet to the temporary accommodation due to restrictions placed on the property, we may reimburse reasonable temporary rehoming costs. Only households that have requested permission to keep a pet and are adhering with the tenancy obligations associated with pet ownership will be eligible.

Carpets and floor coverings

Where necessary we may arrange for the uplift and refitting of carpets and underlay. If this is not possible or partially not possible, Saffron may provide replacement floor covering.

Curtains or blinds

Where necessary we may consider providing curtains or blinds in bedrooms or sitting rooms, if the tenant is unable to make use of their own.

Food

We may reimburse up to £15 for each adult and £10 for each child, per day for households who have to stay in a hotel or bed and breakfast and do not have access to cooking facilities, or a meal included with the accommodation provided. Guidance on the method of payment or reimbursement is contained in the procedure.

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