



Title	Decant and Evacuation Policy
Purpose	<p>The purpose of this policy is to set out the principles the Association will adopt where a tenant or group of tenants need to be decanted from their homes on a temporary basis to carry out essential work or to deal with an emergency affecting a specific address or an area where the Association owns properties.</p> <p>The policy seeks to ensure that there is a clear and consistent approach when dealing with decants or emergency evacuations, ensuring that the wellbeing and safety of tenants is not adversely affected.</p>
Scope	<p>The Board has the responsibility of approving any new policies and going forward any reviews or changes to the policy will be approved by the Senior Management Team.</p> <p>The Director of Operations holds the lead responsibility for this policy with responsibility for the implementation delegated to the Head of Property and Head of Neighbourhoods and Communities.</p> <p>This policy applies to all Maryhill Group (Maryhill Housing and Maryhill Living) employees, including temporary and agency staff, responsible for the management and maintenance of properties owned by the Association.</p> <p>The policy will be applied to tenants of Maryhill Housing Association and Maryhill Living and procedures will be developed to support the development of this policy.</p>
Definitions	<p>For the purpose of this Policy, unless otherwise stated, the following definitions shall apply:</p> <p>A decant is where the Association requires a tenant to move out of their home temporarily in one of the following circumstances:</p> <ul style="list-style-type: none"> • Following fire, flood or another emergency • Where it is deemed to be unsafe or unreasonable for a tenant to remain in their property • To enable major works, refurbishment works or improvements to be carried out. • Work required for Health and Safety reasons. <p>Evacuation is where people are moved immediately from a dangerous place to somewhere safe during an emergency. The Association will work with the Emergency Services and the Local Authority when establishing if evacuation is required.</p>

Policy Statement

It is recognised that the Association may have to decant tenant(s) or evacuate a tenant or group of tenants when they are no longer able to remain in their home normally on a temporary basis.

The aim of the policy is to ensure that:

- decants are managed in a fair, consistent, and equitable manner and meets the full obligations of the association as a landlord.
- The service provided meets the needs of the tenant(s)
- A framework is in place for making reasonable compensation and assistance to tenants who need to be decanted or evacuated from their home.
- The rent charge payable is in line with the cost of the tenant's permanent home.
- The length of time that a tenant is decanted is kept to a minimum.
- Rent loss on properties being used for a decant and any associated costs are kept to a minimum.
- Tenants return to their home at the end of the decant period.
- Any sums due to the tenant will be paid promptly to prevent financial hardship.

Evacuation

There may be an occasion as a result of an emergency where a tenant or group of tenants remaining in their accommodation would pose a serious health and safety risk and evacuation from the home is required.

Where the association is required to evacuate a group of tenants, it will aim to secure a communal facility within its stock.

If the group of tenants is too large or there is no availability of a communal facility the local authority will be approached to provide assistance through their Resilience Unit.

Where tenants are evacuated the Director of Operations will be the lead point of contact with the relevant Emergency Services and will be responsible for establishing a response team in line with the Business Continuity Plan.

Refreshments and meals will be provided dependant on the length of the evacuation and assistance may be required from Glasgow City Council Resilience Unit.

Following an evacuation, it may be necessary to arrange short and long term decants depending on the length of the evacuation and the potential work required to make homes safe.

If the association does not have any suitable accommodation available and is unable to use hotel accommodation in the short term, Glasgow City Council Homeless casework team will be approached for assistance.

Decant Process

Where it is agreed that a decant is required this will be managed in line with the decant process. The decant will be categorised using one of the categories shown below:

Emergency/Immediate decant/evacuation:

- Fire
- Severe flood/leak
- Gas leak
- An immediate threat to the health and safety of the customer

Short term- up to four weeks:

- Nature of the work could lead to health problems.
- Situations where the work could be carried out more effectively and safely if the customer is not present.
- Customer is vulnerable and the work required would impact on health and wellbeing.

Long term- four weeks or more:

- Extensive repair work including structural repairs.
- Health and safety issues that require specialist treatment.
- Where significant major repair work is required to a property.

For any decants of four weeks or under the Association will explore if tenants are able to stay with relative/friends and reasonable expenses will be offered to cover travel costs and any out-of-pocket expenses linked to the stay with friends/family.

If the tenant is unable to stay with friends/family hotel accommodation or other short-term accommodation will be organised along with meals or an allowance provided to cover the cost of meals and any reasonable out of pocket expenses, e.g., travel costs.

For decants required for major works, consideration should be given to the use of the Associations current void properties. Any property being used as a decant should, as far as possible, fit the customers' needs including the household composition.

A decant property will have the following where required:

- Floor coverings.
- Cooker if required.
- Fridge if required.
- Curtains/blinds if required.
- Reasonable decoration.

The association will arrange the following, where required:

- Furniture removal/ storage

	<ul style="list-style-type: none"> • Mail redirection • Internet connection • Household appliances disconnecting and reconnecting. <p>All tenants will be required to sign a decant agreement which confirms that the property is temporary, and they are required to move back to their permanent address following completion of the works.</p> <p>Where a tenant refuses to return to their home, their request will be considered in line with the Allocations Policy.</p> <p>If the tenant is not eligible to remain in the property action will commence to recover the decant property.</p>
Approval	The Board - December 2023
Policy Owner	<p>Head of Neighbourhoods and Communities</p> <p>Responsible Director: Director of Operations</p>
Review	<p>This policy will be reviewed every three years, or more frequently where there has been a change in legislation, regulation or operational requirements.</p> <p>Next review: December 2026</p>