Temporary Home Move Policy

1. Policy Statement

1.1 This policy sets out what customers can expect if they have to leave their home temporarily. This was called a decant, we now call this a Temporary Home Move.

1.2 This policy covers where customers are leaving their home on a temporary and/or emergency basis only.

1.3 Permanent home moves, where the customer will not return to their home, are covered under our Asset Disposal Procedure. These are out of scope for this policy.

1.4 This policy covers all Yorkshire Housing customers who rent their homes from Yorkshire Housing. This includes social, affordable, intermediate, rent to buy, and market rent tenants.

1.5 There are exclusions that fall outside the scope of this policy, these are:

- Swarcliffe PFI homes
- Managing agent homes
- Shared ownership
- Home ownership
- Leaseholders

2. Policy Aims

2.1 The policy aims are to ensure:

- Customers get the right level of support.
- That there is minimal disruption to our customers' lives.
- Yorkshire Housing meets its legal and regulatory requirements
- Where a temporary home move is required as a result of a property hazard, all appropriate investigations, remedial works and safety actions will continue alongside the temporary move arrangement. Moving a customer into temporary accommodation will not delay, replace or reduce the urgency of actions required to make their home safe.

3. Policy Detail

Types of Temporary Moves

3.1 There are different types of temporary moves. The types covered by this policy are:

- **Emergency –** when a customer is moved out of their home, on a temporary basis, because of unforeseen events such as a fire or a flood and their home is not in a fit condition for them to stay in.

- **Planned -** when a customer is moved out of their home to enable work in their home to be carried out, with the intention of returning them to their home at the earliest opportunity. We'll only do this if the works cannot be done safely whilst the customer is living at home. We will always give a customer a minimum of one week's notice.

3.2 Some examples are:

- Unforeseen events such as fire, flood or other extreme events affecting the structure of the building
- Other severe structural damage i.e. subsistence, asbestos disturbance/removal
- Major repairs/investment works that cannot be completed safely with the customer at home.
- No power to the home that cannot be restored within 6 hours
- Serious damp/mould/condensation when the works cannot be completed safely while the customer remains in the home.

3.3 In all cases, we'll look at individual customer needs to offer appropriate levels of support.

3.4 Where a fire or damage have occurred due to a customer's misuse of their home, we will refer them directly to the Local Authority for advice and assistance and may not offer temporary accommodation.

3.5 The decision to move a customer temporarily will be based on an assessment of the severity of the risk, the likely duration of works and the individual needs of the household.

4. The accommodation we will offer

4.1 We will assess the needs of the customer/household members and look to find accommodation that meets their needs. This may include Wi-Fi, parking and pet friendly accommodation.

4.2 Where customers are able to stay with friends and family, we will make sure they are supported so that no additional costs to the customer are incurred.

4.3 For moves of up to two weeks we will usually use a local hotel. We'll offer a room configuration that meets the customer's needs as far as possible. In some cases we may use a serviced apartment.

4.4 For moves over two weeks we will usually offer a serviced apartment/house. We will match the property size and type to the needs of the customer. We will only accommodate those who normally live at the address the customer is moving from.

4.5 Where we can, we will use an existing Yorkshire Housing home if it is available. In this case we will ask the customer to sign a licence to occupy.

4.6 In some cases we may not be able to secure suitable accommodation. In such cases we will support the customer to request advice and assistance from the local authority.

5. Customer Support

5.1 We recognise that having to leave your home is a disruptive and stressful experience. We want to minimise that stress by putting in the right level of support for customers. How we will do that is set out below:

- Asking a customer to leave their home will always be a last resort
- We will provide a named contact to keep customers updated on work at their home including timescales. This includes a schedule of regular contact
- We will always consider any additional needs a customer/household may have
- We will communicate with customers in their preferred way
- We offer a 365 days a year, 24 hours a day service to support those who have to leave their home in an emergency

5.2 We are sensitive to additional needs. Where customers advise us of these, we will do our best to accommodate them. Examples include:

- Customers with disabilities and/or learning difficulties.
- Older customers who can't remain in their homes safely while works are ongoing.
- Customers who have recently undergone an operation.
- Customers who are pregnant or have a newborn baby living in the home and works may cause risk to the baby/mother.

5.3 We know that when a customer is asked to leave their home, they may have additional costs, such as food costs when staying in a hotel. Where there are no cooking facilities provided, we will offer the following payments for each complete day. We call these subsistence payments.

- £20* per day per person – for all adults and children over the age of 11 years old.
- £10* per day per person – for children from 2 years old – 10 years old.
- No allowance – for children under the age of 2 years old.

* Enhanced allowance (double the amount) may be offered to customers who make their own accommodation arrangements during the period they are away from home. This will be reviewed on a case-by-case basis in response to individual customer needs. The accommodation arrangements will be applicable to all members of the household.

5.4 We may pay additional costs in exceptional cases. We have procedures which set out the applicable amounts for this.

5.5 Payments will be made by BACS transfer or by vouchers. BACS payments will be to the bank account of the "tenant". We will advise of the dates this will be paid.

5.6 The rent and council tax will continue to be due on the original tenancy and payable by the customer. No charge will be made for these at the temporary accommodation and costs will be covered by Yorkshire Housing.

5.7 If the temporary home is a hotel, bed and breakfast or serviced apartment, customers are responsible for paying utilities at their main home address and we will cover the temporary accommodation costs.

5.8 If a customer is temporarily moved into another Yorkshire Housing home, they will pay utilities at this address, and we will cover any standing charges at their main home.

5.9 In all cases customers will continue to pay rent for their main home.

5.10 Customers will be permitted to return to their home only when Yorkshire Housing is satisfied that any identified hazards have been appropriately addressed and the property is safe for occupation.
Where relevant, confirmation of completed works, inspections or safety assessments will be recorded before a customer returns to the property.

6. Regulations and Legislation

6.1 Yorkshire Housing must adhere to Section 11 of the Landlord and Tenant Act 1985 when delivering a temporary home moves service. Our obligations are set out in our Responsive Repairs Policy (October 2024).

6.2 Further legislation and guidance relevant to the execution of our THM policy and procedure includes:

- Housing Act 1985, 1988, 1996, 1998 and 2004
- The Social Housing (Regulation) Act 2023
- The Land Compensation Act 1973
- The Planning and Compensation Act 1991
- Right to Repair Regulations 1994. • Gas Safety (Installation and Use) Regulations 2007
- Equality Act 2010
- The Home Loss Payments (Prescribed Amounts) (England) 2023
- Consumer Standards 2024

The Social Housing Regulator's Consumer Standards (2024

6.3 The Consumer Standards (2024) outline the essential health and safety standards that Yorkshire Housing ('we') must comply with. This is to ensure the wellbeing of all our customers. Here are the key points:

- **Legal Compliance** – we must understand and comply with all health and safety laws, including those related to gas, fire, electrical, water, lift, asbestos safety, smoke alarms, and carbon monoxide.
- **Assurance and Monitoring** – we should assure that we meet all safety requirements, understanding the data on tenant safety and the effectiveness of current controls.
- **Third-Party Accountability** – If a third party is responsible for our homes or communal areas, we must ensure these parties meet all health and safety standards.
- **Timely Actions** – Any required actions from health and safety assessments should be carried out promptly, considering statutory timescales and potential risks to customers.
- **Proactive Risk Management** – we should proactively identify and minimise risks to customer safety. This includes appropriate housing allocations, assessing vulnerability to anti-social behaviour, and prioritising repairs based on individual tenant need

7. Diversity and Inclusion Implications

7.1 Making sure that our policies are inclusive and ensure fair treatment for all is really important to us.

7.2 The policy ensures fair treatment for anyone who may raise a concern under this policy, regardless of race, ethnic origin, nationality, gender, disability, religion, marital status, maternity, sexuality/sexual orientation, or age. If you think we've got this wrong, please contact the policy owner.

7.3 We will make this policy available in other formats/languages in line with the customers' needs and preferences. We will also have an easy read version.

8. Reporting and Monitoring

8.1 Our performance (including budget spends) is reviewed on a regular basis.

8.2 This policy has been consulted on and feedback has been used to make changes and improve the policy. The following stakeholders have been included:

- Colleagues from across the business (including the Senior Leadership Team)
- Customer Voice and Review Committee (CVRC)
- The Homes and Places Committee

8.3 This policy will be reviewed regularly to reflect current legislation and good practice. Regular monitoring of this policy will take place to ensure we comply with it and the associated procedures.

8.4 Performance relating to temporary home moves associated with health and safety risks will be reviewed through Yorkshire Housing's assurance and governance arrangements.

This will include monitoring:

- Numbers of temporary home moves arising from hazards.
- Timescales for remediation works.
- Customer outcomes and feedback.
- Compliance with statutory and regulatory requirements.
- Lessons learned and service improvements.

Date approved	November 2026
Approved by	Customer Experience Committee
Recommended / scrutinised by	**Consultation:** All of the Yorkshire Housing Teams; Place, New Customer Team, Independence, Tenancy/Money Coaching RAID, Income, Customer Experience, Finance, Customer experience Committee **Scrutiny:** Place Management Team
Summary of changes	Updated to strengthen the response to property hazards. The changes clarify that temporary accommodation must not delay safety investigations or remedial work, introduce risk-based move decisions, require hazards to be resolved before customers return home, and strengthen monitoring of statutory compliance, remediation timescales and customer outcomes.
Frequency of review	Every three years
Next review date	May 2028
Policy owner	Head of Communities
Policy author	Place Strategy Officer
Associated policies or guidelines	Access to Homes Policy Responsive Repairs Policy Complaints Policy Gas Safety Policy Asbestos Policy Asset Management Policy Electrical Safety Policy Damp and Mould Customer Promise Yorkshire Housing Standard
Associated procedure	Temporary House Move Procedure Asset Disposal Procedure Gas Safety Procedure Asbestos Procedure Electrical Safety Procedure Complaints Procedure

Version	Date	Change Type	Summary of Change	Approved By
1.0	15 May 2025	New	First issue of the Temporary Home Move Policy, setting out the arrangements and support available when customers must leave their homes temporarily or in an emergency.	Homes and Places Committee
2.0	November 2026	Substantive	Updated to strengthen the response to property hazards. The changes clarify that temporary accommodation must not delay safety investigations or remedial work, introduce risk-based move decisions, require hazards to be resolved before customers return home, and strengthen monitoring of statutory compliance, remediation timescales and customer outcomes.	Customer Experience Committee