

Cheltenham Borough Council

Moving Home (Decant) – What You Need to Know

A simple guide for tenants

What is a “Decant”?

Sometimes, we may ask you to move out of your home for a short time—or permanently—because:

- Emergency or major repairs are needed
- Improvement works are planned
- The home is being redeveloped or demolished

This is called a required move, or decant.

How We’ll Support You

We know moving can be stressful. That’s why we’ll:

- ✓ Treat you fairly and with respect
- ✓ Explain what’s happening and why
- ✓ Give you a named contact person
- ✓ Offer you suitable alternative housing
- ✓ Cover moving costs
- ✓ Keep you updated throughout
- ✓ Tell you about any compensation you may get

Your New Home

We’ll aim to offer a home that:

- Matches your needs
- Considers your preferred areas
- Takes into account your personal or support requirements

If you’re moving back to your home, you may get a say in how it looks after work is done (e.g. colours and layout).

🔗 Your Voice Matters

We'll:

- Talk to you as early as possible
- Ask for your views and preferences
- Involve family or support workers if needed
- Keep you informed every step of the way

🔗 What if I Don't Want to Move?

We'll always try to reach an agreement.

But in rare cases, we may have to take legal action if a tenant refuses to:

- Move out of a property we need access to, or
- Return to their permanent home after temporary relocation

🔗 Fairness for Everyone

We are committed to treating everyone equally, whatever your:

- Background
- Culture
- Gender
- Disability
- Age
- Family or caring responsibilities

🔗 Need More Info?

Talk to your Tenancy Management Officer

We're here to help and guide you through the process.