



# Cheltenham Borough Council

## Decant (required move) Policy

### Version control

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Responsible officer

- Justine Skitt, Tenancy Management Team Leader

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### Consultees

#### Internal

- Caroline Walker, Director of Housing, Customer Services & Communities

#### External

- Tenant consultation

### Distribution

Text

## Contents

|  |     |
|--|-----|
| 1. Introduction and purpose of the policy..... | 2   |
| 2. Aims and scope of the policy.....           | 2   |
| 3. What is a required move (Decant)?.....      | 2-3 |
| 4. Equality & Diversity.....                   | 3   |
| 5. Implementation.....                         | 4   |

## Introduction and purpose of the policy

The purpose of this policy is to communicate to tenants what Cheltenham Borough Council (CBC) will do when it is necessary to move tenants from their homes.

## Aims and scope of the policy

CBC aims to ensure that where the tenant is required to move from their homes either temporarily or permanently, we will provide a high quality, effective, efficient service, and maintain a positive relationship with our tenants. To help achieve this we will ensure that accurate information, good communication and dedicated support are provided to make the move and re-settlement process go as smoothly as possible.

CBC recognises that moving home can often be a difficult and stressful experience, especially when the person being required to move may not want to do so. The need for us to move tenants can also put considerable pressure on our relationship with them as understandably, we are disrupting their home, lifestyle and upsetting their day-to-day routines.

CBC will ensure that offer of rehousing meet the needs of the individual and are suitable for the displaced household. We will aim to ensure that reasonable preferences for accommodation and support services are taken into account when making an offer for re-housing

## What is a required move (Decant)?

CBC aims to ensure that where the tenant is required to move from their homes either temporarily or permanently, we will provide a high quality, effective, efficient service, and maintain a positive relationship with our tenants. To help achieve this we will ensure that accurate information, good communication and dedicated support are provided to make the move and re-settlement process go as smoothly as possible.

CBC recognises that moving home can often be a difficult and stressful experience, especially when the person being required to move may not want to do so. The need for us to move tenants can also put considerable pressure on our relationship with them as understandably, we are disrupting their home, lifestyle and upsetting their day-to-day routines.

CBC will ensure that offer of rehousing meet the needs of the individual and are suitable for the displaced household. We will aim to ensure that reasonable preferences for accommodation and support services are taken into account when making an offer for rehousing

## Equality and Diversity

CBC is committed to the principles of equality of opportunity in the delivery of its services. CBC aims to ensure that all of its customers are dealt with fairly and equitably and where possible it takes into account the diverse nature of their cultures and backgrounds.

CBC will actively work towards promoting good relations, eliminating discrimination and addressing existing disadvantage in relation to different groups on the basis of race, colour, ethnic **and** national origin, nationality, gender, disability either mental or physical, religion, sexual orientation, marital status, HIV/AIDS, responsibility for dependants, trade union activity and age.

## Implementation

It is the responsibility of the relevant CBC employees to ensure that their work is carried out in line with this policy and any related procedures.

CBC will ensure that this policy and the relevant procedures attached to it are implemented by experienced and qualified employees.

## Monitoring

CBC will actively monitor its compliance and performance in relation to the delivery of this policy. This will be achieved by means of customer satisfaction surveys and quality assurance checks.

The Tenancy Management Team Leader will be responsible for ensuring that reviews of this policy are carried out.

CBC will undertake regular reviews of this policy, procedures related to it and staff training needs, to ensure that it continues to operate in line with best practice and that service improvements are made and implemented.

In the absence of any other triggers for a review, the policy will be reviewed at two yearly intervals, or such other period as may be determined by the Housing Cabinet Committee.