

Customer Relocation Policy

Policy Name	Customer Relocation Policy
Effective from <i>Month & year the policy runs from</i>	May 2025
Effective to <i>Month & year the policy runs to</i>	May 2027
Approved by <i>The group that gave final approval, e.g. Group Board / Risk & Compliance Group</i>	Customer Services Committee
Date Approved <i>Date the above group gave approval</i>	8 May 2025
Policy Owner/Department <i>The Director, department or team of YHG whose remit / responsibility covers the subject matter of the policy</i>	Aaron Hammersley, Director of Housing and Customer
Policy Author <i>The individual responsible for the development and writing of a policy</i>	Alison Turner, Head of Housing
Version Number	V1

Version Control

Version	Date	Changes <i>Provide details that make clear all changes made to this version</i>	Reason for the changes <i>e.g. as a result of customer consultation, legislation etc.</i>	Approver <i>The group that approved the changes</i>
V1	8 May 2025	Policy name updated from 'Decant and Relocation Policy' to 'Customer Relocation Policy'.	To reflect good practice from Learning from HOS Severe Maladministration Report (September 2024) and feedback from Customer Connect Panel.	Customer Services Committee
	8 May 2025	Replaced the word 'decant' with 'relocation' throughout.	To reflect good practice from Learning from HOS Severe Maladministration Report (September 2024) and feedback from Customer Connect Panel.	Customer Services Committee
	8 May 2025	Legislative and Regulatory changes.	Updated to reflect current legislation and regulation.	Customer Services Committee
	8 May 2025	Throughout policy strengthened guidance relating to:	To reflect good practice from Learning from HOS Severe Maladministration Report (September 2024).	Customer Services Committee

		• What customers can expect and what they are responsible for • What the landlord is responsible for • Communication and information • Safety • Assessing and managing risk • Assessing and meeting need • Record keeping		
	8 May 2025	Section 6.7 'Demographic needs (such as the 9 Protected Characteristics)' was rephrased to state 'including, but not limited to, the 9 protected characteristics protected under the (Equality Act 2010)' to emphasise that considerations more broadly are taken into account.	Recommendation from Equality Impact Assessment.	Customer Services Committee
	8 May 2025	Section 10 was amended to state 'Leaseholders and owners will be required to arrange and claim for any emergency or temporary relocation costs via their own contents / buildings insurer, unless YHG has a contractual obligation '. To take account of leaseholders living in RLS schemes who pay insurance as part of their service charge.	Requested by Customer Connect Panel and based on advice from our insurer, Zurich.	Customer Services Committee

The YHG Plan

Please indicate where the policy aligns with the YHG Plan

Passionate people ☐

Efficient business ☐

Safe buildings ☒	Viability ☐
Safe environment ☒	Advocating ☐
Secure and connected ☒	Working in Partnership ☐
Growth ☐	

Relevant National Standards or Regulation	• Safety and Quality Standard • Tenancy Standard
--	---

Relevant Legislation	The main pieces of legislation or regulation which underpin this policy are: • Housing Act 1985 • Housing Act 1988 • Housing Act 1996 • Housing Act 2004 • The Home Loss Payment (Prescribed Amounts) (England) Regulations • The Homes (Fitness for Human Habitation) Act 2018 • Land Compensation Act 1973 • Planning & Compensation Act 1991 • Planning and Compulsory Purchase Act 2004 • Equality Act 2010 • Human Rights Act 1998
-----------------------------	--

Partner Responsibilities	Local authorities and other Registered Providers may assist Your Housing Group and customers to find alternative accommodation.
---------------------------------	---

1. Purpose of the Policy

The purpose of this policy is to ensure we treat all customers in a fair and consistent manner and to provide clarity on the arrangements which will take place when a customer has to move out of their home on a temporary or permanent basis.

The policy aims to provide clarity for residents and YHG employees regarding YHG's approach for managing and supporting residents in the event they need to be permanently relocated or temporarily rehoused.

2. Scope of the Policy

This policy applies to any tenant, leaseholder or owner who has been informed by Your Housing Group that they will be required to move out of their current home on an emergency, temporary or permanent basis for the following, but not limited to, reasons:

-

- In cases of emergency, such as fire or flood damage;
- To undertake demolition, modernisation or major repair works to our property;

- Gas, electricity or water will not be available for a prolonged period;
- Other reasons e.g. extended repair work to be carried out during daytime hours and the resident works nights or a recommendation is received from a doctor or nurse that relocating is necessary during repairs;
- Any other reason where we feel a relocation is deemed necessary for the health and safety of the current occupant or other residents.

3. Definitions

Relocating: Where households are required to move from their homes, either temporarily or permanently, for the purpose of major repair, planned improvement works, disposal, redevelopment or demolition.

Permanent relocation: Where households are required to move from their home on a permanent basis e.g. due to demolition or disposal

Temporary relocation: Where households are required to move from their home for a short period of time to enable repairs or other major works to be carried out. After the work is completed, they will be expected to move back to their home.

Emergency relocation: When an unexpected event has occurred with no notice e.g. a leak, and the home becomes temporarily uninhabitable such as whilst it dries out and repairs are carried out.

Temporary Relocation Tenancy Agreement: Agreement which will be provided to residents in the event of an emergency or temporary relocation where the tenant and household are relocated to another YHG property for a short period of time.

Home Loss: Home Loss is a one-off payment made to customers who are required to move permanently out of their principal home. A person is entitled to a home loss payment when they are displaced from their home by compulsory purchase or in the other circumstances specified in section 29 of the Land Compensation Act.

The Home Loss Payment (Prescribed Amounts) (England) Regulations: Instructs on the amount of home loss payments payable in England under section 30 of the Land Compensation Act 1973. The amount of the payment is set by legislation currently by The Home Loss Payments (Prescribed Amounts) (England) Regulations 2017 which is normally reviewed annually.

Reasonable Offer: A reasonable offer of alternative accommodation will consider the resident, and their households needs, and thus will be an appropriate size, will be a suitable condition, and will consider any specific health or social needs that may affect where they live. Accommodation that is not suitable as a permanent offer may be considered reasonable for a short-term arrangement. YHG will not make the customer more than two reasonable offers of alternative accommodation, unless approved by a Head of Service or above.

4. Consultation

Consultation in relation to this policy has taken place with the following: -

- Key internal stakeholders including YHG's Housing Management Team and Repairs and Maintenance Team
- Equality Impact Assessment Team
- Customer Connect Panel
- Risk and Compliance Group
- Customer Services Committee

5. Background and Context

Occasionally customers need to move into temporary accommodation because of a problem that needs repairing at their home. This is normally because of an event such as a fire, flood, or major unplanned repair. This move is often referred to as an "emergency relocation". Emergency relocations are likely to be in the short term and may involve YHG utilising a hotel or other short stay provision not in our ownership.

There may also be occasions where a "temporary relocation" is offered to a customer in the event of major planned or unplanned works at their home. Customers may be rehoused in the medium term at one of our existing properties. This move will be temporary, and customers are expected to return to their main home once remedial works have been completed and it is safe to do so. Temporary relocations may also be offered as a second, more suitable accommodation package to a customer who has originally been relocated in an emergency.

There will be occasions when a permanent move is necessary, and this move is often referred to as a "permanent relocation". This is where a customer is rehoused into suitable alternative accommodation on a permanent basis. This usually takes place when a property or block of flats is being demolished or disposed of.

A permanent relocation may also be offered where repairs or improvement works are likely to take a prolonged period of time. This will help the customer as they will not have to move more than once, and it can be more cost effective for all parties involved.

The key aims and objectives of this policy are aligned to and underpin the approach to supporting Your Housing Group customers in the event they need to be temporarily or permanently rehoused as a result of: -

- An emergency relocation where we expect the customer to return to their main home (original property) after a short period of time.
- A temporary relocation where we expect the customer to return to their main home once works are completed and / or it is safe to do so.
- A permanent relocation where the customer would move to another property and cannot move back to their original property due to safeguarding, property disposal or demolition.

6. Policy Detail

- 6.1 In the event of demolition, structural issues, or major refurbishments, YHG may have no other alternative other than to relocate customers from their current

home. In case of refurbishment or repair works, this will only be temporary. In all cases YHG will aim to: -

- Relocate customers only where it is necessary.
- Where health and safety risks are identified YHG will act quickly to start the relocation process.
- Minimise disruption to customers through support and effective communication whilst making every effort to reduce the length of time of any temporary relocation.
- Ensure customers do not experience any financial loss because of any move.
- If an inspection reveals a home is in poor condition or uninhabitable, YHG will conduct a risk assessment to ensure residents' safety and well-being.

6.2 If customers are unwilling to relocate and all reasonable efforts to support customers have been refused, YHG may agree with the customer to undertake the necessary works around them. This may result in items being temporarily moved from one area of the property to another and the customer not being able to access part of the premises and / or the loss of some amenities and services e.g. gas, water and electricity for a period. YHG will ensure a risk assessment is completed in conjunction with the customer should this course of action be agreed.

If following the risk assessment, it is not practically possible to undertake the works around the customer and they refuse to engage further, YHG will consider further appropriate action.

6.3 Where it is deemed necessary for a permanent relocation because of homes being due to be demolished or disposed, YHG will adhere to the Government's Home Loss Payments (Prescribed Amounts) ensuring compensation payments are made available to residents permanently relocating.

6.4 For permanent relocations and where we are contractually obliged to do so, we will make reasonable suitable alternative offers to the customer from our existing stock, where YHG have the discretion and ability to do so. If we are unable to offer a suitable alternative property from YHG's housing stock, we will work with local authorities and other housing providers to assist customers with their housing options via a shared housing register and offers of accommodation may be made by other registered providers of social housing, and these will also be deemed as a suitable offer.

YHG will ensure customers are provided with a written offer for all temporary and permanent relocation accommodation. Any emergency accommodation offer will be confirmed verbally with the customer in the first instance.

6.5 In assisting customers to relocate, YHG will cover reasonable expenses associated with the relocation, unless it is as a result of the customers own action / lack of action. This could include but is not limited to neglect of their home, breach of tenancy or external causes such as crime or arson.

If following an investigation, it is proven that the need for a relocation is as a result of customer action such as damage, neglect, or a breach of tenancy, YHG reserve

the right to recharge customers to recover the full cost of the relocation and any associated remedial works to their home. This also includes any damage which may have been caused to any emergency or temporary accommodation by the customer.

Any decision to take further action or to recover the costs associated with a relocation from a customer must be reviewed and approved by a YHG Service Manager or above. The customer will be informed of any decision in writing.

6.6 All reasonable costs will be paid / re-imbursed where they have been agreed in advance, upon production of a valid paid receipt or invoice. YHG reserve the right to not re-imburse / pay costs incurred by the customer which have not been previously approved by YHG in writing.

6.7 In all cases of relocation, whether on an emergency or temporary basis YHG will:
-

- Communicate and consult with those affected and their nominated advocates where appropriate at the earliest opportunity. When consulting YHG will: -

- Provide customers with clear information about the reason for the relocation, the expected duration, and when they can return to their permanent residence, delays will be notified at the earliest opportunity
- Ensure customers understand why the relocation is necessary
- Explain the process including support and options available
- Identify, consider, and respond to their views, concerns and support needs. As part of this process YHG will carry out a needs assessment and agree a support plan with the customer where appropriate, including but not limited to: -

- Household Composition
 - Assessment of any disabilities / vulnerabilities within the household
 - Demographic Needs (including, but not limited to, the 9 protected characteristics protected under the Equality Act 2010)
 - Work / Education requirements e.g. including reasonable distances from work, family, or schools where possible
 - Pets
 - Affordability
 - Any other individual circumstances
- Discuss and agree suitable alternative accommodation requirements with customers following a needs assessment.
 - Clarify customers' legal rights and responsibilities.
 - Assign a single point of contact to discuss any concerns and provide regular updates during the process, including how to make contact with YHG for immediate or urgent issues out of hours.

- In recognition that some customers may not wish to reside in temporary accommodation YHG will always in the first instance ask customers if they are willing and able to stay temporarily with family or friends.
- Where customers are able to stay with family or friends temporarily, YHG may in some circumstances agree to not charge rent, service charge and / or any applicable amenity charges for the period of the works. However, where there is a debt on the account or a court order is in place for debt repayment, this will continue to remain payable during the period of no rent being charged.
- Where a customer has chosen to stay with friends and family, YHG will reassess their circumstances regularly, particularly if there has been a delay or expected completion of works will take longer than anticipated.
- If it is not possible or suitable for a customer to reside with family and friends, YHG will consult and involve the customer in any decision in relation to relocation arrangements. This may result in the customer being offered: -
 - An alternative YHG property as a temporary accommodation offer, if this is available.
 - A hotel or other form of temporary accommodation which may not be in the ownership of YHG. Where appropriate YHG will pay for the emergency accommodation.
- If the customer has no access to cooking facilities whilst they are relocated from their main home, YHG will provide a daily subsistence allowance for food and other expenses capped at £15 per person, per day.
- Where an emergency relocation is required the customer(s) will be relocated to ensure their safety and wellbeing and when the emergency has passed, a full assessment of the temporary accommodation and suitability will be completed.

7.0 Emergency or Temporary Relocation Arrangements

- Where YHG are required to do so, YHG will pay for the reasonable costs associated with emergency or temporary relocation accommodation and any other reasonable expenses agreed with the customer.
- If YHG has temporarily rehoused and paid for the customer to reside in a hotel or other non YHG owned accommodation, the customer will be required to continue to pay all existing charges associated with their main and principle home. Unless they are residing with family and friends and then YHG may agree to not charge rent, service charge and / or any applicable amenity charges for the period of the works.
- If it is deemed necessary and YHG has suitable available alternative accommodation within its housing stock a “reasonable offer” of temporary accommodation will be made to the customer.
- Once a reasonable offer of temporary YHG accommodation has been accepted, YHG will arrange the following: -

- Provide a temporary relocation tenancy agreement for the temporary alternative property.
 - YHG will pay the rent for the temporary property.
 - The customer will be required to pay the cost of any utility services such as gas, electric and water for the temporary property.
 - The customer will still be required to pay rent, service charge and amenity charges on their main home.
 - YHG will pay the standing charges associated with any utility costs for the cost of any services such as gas, electric, Council Tax charges and water on the customer's main home during the relocation period. The tenant will be required to provide copy bills / invoices. If the customer has a prepayment meter YHG will work with the customer to establish and agree the applicable standing charge.
 - YHG will pay reasonable relocation costs associated with the temporary move such as removal costs, setting up temporary services e.g. broadband / internet costs, floor coverings and blinds etc.
 - Agree responsibility for belongings left in the main or principal home while it is unoccupied and insurance arrangements in the event of damage to these belongings.
 - Agree and arrange access to the unoccupied main or principal home for contractors and tradespeople to complete the required remedial works.
 - To maintain safety, depending on the work required, YHG will agree access arrangements for the customer to the property in advance. This may include changing the locks for a temporary period.
- Provide support to the customer to ensure any benefit payments continue to be appropriately accessed and received.
 - Offer any other relevant housing options advice
 - Ensure any temporary relocation period is kept to a minimum.
 - Offer rehousing advice and support as required.
 - Before a customer returns to their main residence, a thorough inspection and health and safety check will be completed to ensure the property is fit for habitation. Any snagging issues will be communicated to the customer, along with a clear plan of action and timelines for resolution.

8.0 Out of Hours Emergency Relocations

- YHG On-Call Managers who are required to support a customer with an emergency relocation will ensure a comprehensive hand over is completed with the relevant housing and asset team colleagues on the first working day following a relocation.

9.0 Permanent Relocation / Rehousing Options

- YHG will make every effort possible to ensure that customers are offered properties in their area of choice; whether that is currently in the area where they

live or elsewhere. In these circumstances the customer will be offered a new tenancy with YHG based on the following arrangements.

- If a customer is to be moved on a permanent basis, this will result in a new allocation.
- The customer will be offered the same size property they currently occupy unless it would be under occupied by two or more bedrooms or if the customer chooses to accept a smaller property.
- The customer surrenders their original tenancy and signs a new agreement for the property that they move to.
- The customer will be offered the same security of tenure and rights they had with their previous tenancy.
- Any medical needs for the new property will be assessed in line with YHG's Access to Housing Policy.
- The customer will be advised in advance of any change in the weekly rental charge based on any change in the size or tenure of the new property.
- Arrange for home loss or disturbance payments to be arranged in line with legislation.
- Any arrears relating to the previous tenancy will be transferred to the new tenancy or deducted from home loss payments if applicable.

10.0 Relocating leaseholders or owner occupiers

Leaseholders and owners will be required to arrange and claim for any emergency or temporary relocation costs via their own contents / buildings' insurer, unless YHG has a contractual obligation. In cases where this is not possible YHG will assist the leaseholder with emergency / temporary rehousing arrangements, depending upon the circumstances e.g. their property has become uninhabitable due to the action or inaction of YHG or a YHG tenant.

Where a leaseholder's home is due to be demolished, we will pay the market value for their home plus a home loss payment. Leaseholders will receive a home loss payment of 10% of the market value of their home, between the minimum and maximum rate as set by the Government.

In cases where there are tenants of a YHG leaseholder, we will negotiate directly with the leaseholder.

11. Compensation - Home Loss Payment

- Tenants are entitled to Home Loss Compensation under the Home Loss Payment (Prescribed Amount) Regulations where they are permanently displaced and a permanent decant is required. This will be paid as a flat rate as set by Government and can only be paid where the resident has been residing in the home for a minimum of one year.

If the resident has outstanding payments or debts e.g. arrears and recharges, these will be offset against any Home Loss Payment offered. We will always

explain this to residents and make a commitment to pay the compensation within 4 weeks of moving to your new home.

- Under the Land Compensation Act, residents will be eligible for Disturbance Payment for the reasonable cost of moving. Where they are carrying on a trade or business (as authorised by us), the reasonable costs will include the reasonable loss suffered due to the disturbance caused to that business. Residents who wish to claim Disturbance Payments should provide receipts for the claimed items, and if in doubt must ask us for confirmation as estimates will not be accepted. Once all the evidence and receipts have been received, we will make a commitment to pay within 4 weeks of moving to their new home.
- A resident is not regarded as permanently displaced if:
 - i. There is an intention to move them back to their original home on completion of works, or
 - ii. The resident has opted to stay in the relocation property rather than move back to their original home, or
 - iii. The resident has requested or has been awaiting a permanent move due to exceptional circumstances e.g. large-scale adaptations

Record Keeping

In all cases, YHG will endeavour to keep clear and accurate records of contact notes, calls or meetings with the customer concerning the relocation and any queries which arose about the process.

12.0 Responsibilities under this Policy

The Director of Housing and Customer is responsible for this policy, its implementation and future reviews.

The Head of Housing is responsible for implementation of this policy, ensuring that the policy and associated procedures are embedded within the operational delivery of housing management and asset management services and that all staff are aware of their responsibilities and are adequately trained to undertake them.

YHG staff and customers will follow the policy guidelines and its approach to relocating customers.

13.0 Risk Management

The main risks associated with this policy are;

- YHG fails to maintain compliance with Consumer Standards and Regulatory Requirements in line with the objectives and framework set out by the Government.
- YHG fails to maintain properties to a good standard, impacting on the overall value of the Groups housing stock and financial viability of the organisation.
- YHG fails to adhere to this policy resulting in reputational harm as a result of its activities.
- YHG fails to maintain expenditure within agreed budget levels.

14.0 Data Protection, Record Storage and Retention

YHG understands that confidentiality is important to customers and will treat all information relevant to each customer in the strictest confidence.

We approach the protection of personal data in a comprehensive manner in line with the Data Protection Principles of the UK General Data Protection Regulations (UK GDPR) and the Data Protection Act 2018 (DPA) (collectively referred to as the Data Protection Legislation).

YHG's Data Protection Policy will also be adhered to in following this policy during our allocations and lettings activities. We will collect, store and process personal information of our existing and potential new customers, (applicant/s) and recognise that the correct and lawful treatment of this data is necessary to provide for the continuance of successful business operations and maintain confidence in YHG.

Customer data will be retained in our secure internal system Documotive in line with the principles of GDPR and YHG's Document Retention Policy.

15.0 Equality and Diversity

YHG will ensure that this policy is applied fairly to all our customers. We will not directly or indirectly discriminate against any person or group of people because of their race, religion, gender, marital status, sexual orientation, disability or other grounds set out in the Equality Act 2010.

When applying this policy, we will act sensitively towards the diverse needs of individuals and communities.

This policy has had an Equality Impact Assessment undertaken upon it and any changes recommended have been made.

We will on request, provide translations of any documents, policies and procedures in different languages and other formats to suit requirements and support reasonable adjustments for easy access to our service.

16.0 Communication

This policy will be available to all YHG employees on our internal intranet and will be communicated to all teams involved in the relocating customers. This will further be supported by a policy briefing across the organisation.

The policy will also be made available on our external website for easy access for customers and our partners.

17.0 Learning and Development

All staff within the Housing and Customer Services and Asset Management directorates will be required to ensure this policy is read in line with their duties and responsibilities.

18.0 Performance Management of this Policy

The number of customers temporarily or permanently relocated will be reported to Risk and Compliance Group on a quarterly basis.

Costs associated with temporary relocation and relocation costs will be monitored monthly by the Director of Asset Management, Director of Housing and Customer and Head of Housing.

Complaints received and Customer Feedback as part of our satisfaction surveys will be used as an additional means of monitoring and improving the quality of the service.

19.0 Review of this Policy

This policy will be reviewed every two years or as required by statutory, regulatory, best practice, emerging developments, or circumstances arising from reviews of other Group wide policies.

The Director of Housing and Customer is responsible for future reviews.

Related Documents

Document Type	Name
Connected Policies and Procedures	Access to Housing Policy Tenancy Management Policy Compensation Policy Repairs and Maintenance Policy Safeguarding Policy
Forms and Letters	
Leaflets/Publicity Material	
Training Materials Available	
Intranet/ Website Page	