

Appendix C: Decant Risk Assessment

Housing Ombudsman: Decant Expectations

When a resident’s home is deemed unfit for habitation, landlords may need to consider a decant—temporarily moving them to alternative accommodation. This allows for significant repairs, renovations, or redevelopment. In some cases, a permanent move may be necessary.

These expectations are taken from common themes in our casework. They outline what landlords should do when a resident needs to temporarily or permanently move to alternative accommodation.

	Landlord expectations	In place
		In progress
		Required
1	<ul style="list-style-type: none"> Landlords should have a clear and accessible policy for decant procedures, outlining the circumstances a decant may be considered 	In place
2	<ul style="list-style-type: none"> If an inspection reveals a home is in poor condition or uninhabitable, landlords should conduct a thorough health and safety risk assessment to ensure residents’ safety and well-being 	In place
3	<ul style="list-style-type: none"> Where health and safety risks are identified the landlord should act quickly to start the decant process 	In progress
4	<ul style="list-style-type: none"> Landlords should provide residents with clear information about the reason for the decant, the expected duration, and when they can return to their permanent residence, delays should be notified at the earliest opportunity 	Required
5	<ul style="list-style-type: none"> Landlords should consider assigning a single point of contact for residents to discuss any concerns and receive regular updates during the process. This may include an out of hours contact that will have access to the residents’ records and has the authority to act on urgent or immediate issues 	In place
6	<ul style="list-style-type: none"> Landlords’ policy should clearly define emergency circumstances, and all staff should be aware of the process. Once the emergency has passed, a full assessment of the temporary accommodation and suitability should be completed 	In place
7	<ul style="list-style-type: none"> Landlords should provide a support plan where appropriate, and conduct a needs assessment with residents considering any protected characteristics and vulnerabilities 	Required

8	<ul style="list-style-type: none"> When seeking alternative accommodation, consider individual circumstances, including reasonable distances from work, family, or schools where possible 	
9	<ul style="list-style-type: none"> Where a resident has chosen to stay with friends and family, the landlord should reassess the circumstances regularly particularly, if there has been delay or expected completion of works will take longer than expected 	
10	<ul style="list-style-type: none"> Residents must be informed about the costs for which they are responsible, including rent for their main residence or temporary accommodation. This also includes utility payments such as gas, electricity, internet, and phone bills 	
11	<ul style="list-style-type: none"> Guidance should be shared with the resident on what expenses the landlord will cover such as transportation, connection and reconnection charges, food and other costs while decanted 	
12	<ul style="list-style-type: none"> The landlord's policy and guidance for residents should clearly explain who is responsible for belongings left in the property while it is unoccupied. It should also state whether the landlord or their insurance will cover any damage to these belongings 	
13	<ul style="list-style-type: none"> Landlords should arrange access to the unoccupied property for contractors and tradespeople. It is not reasonable to expect residents to provide access while they are living in temporary accommodation. 	
14	<ul style="list-style-type: none"> Landlords should keep clear records and accurate records of contact notes, calls or meetings with the resident concerning the decant and any queries which arose about the process 	
15	<ul style="list-style-type: none"> Before a resident returns to their main residence, a thorough inspection and health and safety check must be completed to ensure the property is fit for habitation. Any snagging issues should be communicated to the resident, along with a clear plan of action and timelines for resolution 	

Resident expectations

If you are experiencing concerns about a temporary or permanent move due to your home requiring significant repairs. This information will help you understand what action you should take to report the issue to your landlord:

1	<ul style="list-style-type: none"> If you report an issue about your temporary accommodation or the process of your move, your landlord should take appropriate action to address your concerns 	
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2	<ul style="list-style-type: none"> • During the process of your move, your landlord should provide you with a point of contact to raise any urgent issues that may need addressing 	
3	<ul style="list-style-type: none"> • You should keep a record of your reported concerns 	
4	<ul style="list-style-type: none"> • Your landlord should adhere to their policy timelines and respond to your concerns within a timely manner 	
5	<ul style="list-style-type: none"> • You have the right to understand the steps your landlord is taking regarding your temporary move and works being completed in your main residence- your landlord should provide you with clear and easy-to-understand information in response to your concerns and any actions being taken 	
6	<ul style="list-style-type: none"> • If you are dissatisfied with your landlords' responses to your reported concerns, you have the right to make a complaint to your landlord 	
7	<ul style="list-style-type: none"> • If you raise a complaint with your landlord, they must provide a response in writing, and offer you the option to escalate through their two stage complaints procedure 	
8	<ul style="list-style-type: none"> • If you are unhappy with your landlord's final response or are struggling to get a response to your complaint, you can contact the Ombudsman, we can ask your landlord to respond or investigate where appropriate 	