

Alternative accommodation (decant) policy





What this policy is about



Sometimes your home is not safe to stay in while we do big repairs



We may ask you to move somewhere else for a short time, or to a new home



This policy is mostly for people who rent their home from Camden - sometimes it also applies to leaseholders

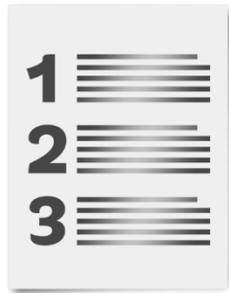


Words we use include

Decant – means moving out so we can do work



Alternative accommodation – the place you stay while away from your home



Why you might need to move



- your home is unsafe – such as bad electrics or serious damp

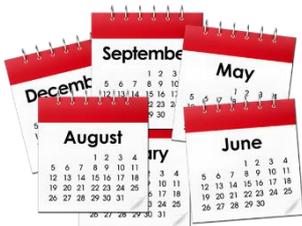


- you or someone with you is in danger



- we need empty homes to rebuild

Types of moves



Temporary move – this is when you move out for a short time and you return home when the work is finished



Permanent move – this is when you move to a new home if repairs take too long or it is not safe for you to go back – it may be different from your current home



Support we give



- a named member of our team will help you



- we may agree a support plan with you



- we may help with things like packing, moving and bills



Money and bills



We will pay for moving costs - our workers can move your belongings or put them into storage



If your move is temporary

- you carry on paying rent for your usual home, we pay for the temporary place



- you pay Council Tax and bills at the temporary home



- we pay utility bills at your main home



- if you don't move back by the agreed date, you may have to pay costs for both places from the date you should have moved back



- we pay for hotel or bed and breakfast costs where you cannot cook – we will not pay for room service or alcohol



If your move is permanent

- you may get a payment if your home is demolished – ask your neighbourhood housing officer for more information



- if you owe money, it will come out of any payment we may give you



What you must do



- let us check your home



- pack your things – we can help



- leave your home clean and tidy



- take pets with you



If you say **no** to moving



If the move is **temporary** we usually make **1** offer
- if there is a serious safety risk, we may take
legal action after **1** offer



If the move is **permanent** we usually make up to
2 offers - if you refuse both offers without good
reason, we may go to court



Leaseholders



We do not usually give **leaseholders** another place to live - **leaseholders** are people who own their own homes, but Camden looks after the buildings



We may help if there is a special reason such as

- your lease says we must



- you cannot arrange a move and have no support



- giving you accommodation helps the works go ahead



If a leaseholder rents out their home (sublet), they must sort things out with their tenant