Brake Farm

*Moving Home Policy –Tenants*

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**Purpose**

This policy sets out how PCH’s dedicated Housing with Support Team will help you, as a PCH tenant at Brake Farm when we ask you to move from your home.

This policy should be read in conjunction with the PCH Decant Policy.

**Policy Contents**

* 1. Housing Choices
  2. Size and Type of Property Offered
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  4. Support
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**1. Housing Choices**

1.1 If we ask you to move from your current home because it is going to be demolished, we will help you to find a new home.

1.2 Most tenants will bid for their new home through Devon Home Choice (DHC). Tenants will be registered on DHC by staff in the Housing with Support Team (HWST) using the information and preferences you provide to us. Once registered the HWST will help you to bid for suitable properties. **Additional priority in terms of banding will be given to our tenants affected by this regeneration. A band B will be allocated and all Brake Farm tenants will be awarded the same registration date. Where there is demand PCH properties will be advertised as priority for Brake Farm tenants.**

* 1. In some circumstances we may make you a direct let of a PCH property, for example, if you need a specific property for your household’s needs.
  2. To help us find the rehousing option for you, we need to identify your preferences and housing need. We will do this when we visit you by:
* Asking where you want to move to and what type of housing you want to consider.
* Verifying who lives in your home
* Establishing the size and type of property you need
* Asking if anyone in the household has any health or mobility issues
* Asking whether you have any support networks or strong family connections that you wish to maintain
* Asking what support you need
* Asking your employment status and household income details

**2. Size and Type of Property Offered**

2.1 You will be assessed under the Devon Home Choice policy to see what size and type of property you need.

* 1. If your current home is too big for your household’s needs the following options are available:-
* Housing need only: you can bid on properties advertised by any landlord that match your assessed housing need according to DHC policy.
* Housing need plus one additional bedroom (PCH stock only). This would need to be achieved via direct match. In recognition of your established living arrangements, you can bid on PCH properties with one more bedroom than your housing need. This can be for any type of property in PCH’s existing stock. Important: If you are affected by the Bedroom Tax/Benefit Cap you will not be able to seek a property larger than your assessed need unless you have passed an affordability check and demonstrated this by paying the shortfall.

2.3 If your current home has been adapted to meet your assessed needs, we aim to help you find a property that is already suitably adapted. If you cannot find one, we may offer you a property that can be adapted.

**3. Allocation of Housing, Moving Time Frames and Possession Orders**

3.1 Your Housing with Support Officer can assist you in bidding for a property or bid on your behalf if you would like them to.

3.2 The rehousing programme will be prioritised according to the needs of the redevelopment scheme.

3.3 You will be allocated a property through Devon Home Choice, unless we have confirmed in writing that you will receive a direct offer.

3.4 You will have up to two weeks to move into your new home once you have signed the tenancy and collected the keys. Please be aware, Housing Benefit and Universal Credit housing payments will only pay for your new home from when you move into it.

3.5 If you have not moved after two weeks, PCH may charge you for Use and Occupation of the property and take action to recover vacant possession. You will be liable for any costs incurred, eg lock change.

3.6 If you are not engaging with us to find a new property we may make bids on your behalf. If you have not been allocated a property through bidding on Devon Home Choice by the determined deadline, PCH may make you a direct offer of a suitable property.

3.7 If you continue to refuse offers of suitable accommodation, we may take action to gain possession of your home and will no longer be able to support you to find a new home.

**4. Support**

4.1 We will have dedicated Housing with Support staff to assist you through the whole process of securing and moving to your new home. Staff from your Housing with Support Team will support you to register and bid for housing and provide advice and practical assistance at all stages of the relocation process. Dependant on your needs this could include, practical support to view properties, set up your home with carpets, curtains, whitegoods and arrange the removals and connection of utilities. We will work with other agencies or individuals that support you.

**5. Home Loss Payments and Disturbance Allowance**

5.1 Payments are made in accordance with legislation. The relevant acts are:

* Land Compensation Act 1973 (as amended)
* Planning and Compensation Act 1991

5.2 PCH will only pay home loss and disturbance if we have asked you to move because your home is due to be demolished. PCH will not pay you if you choose to move before PCH has confirmed the start of the process of moving you from your home.

5.3 **Home loss** is a compensation payment made to PCH tenants in recognition of the loss of your home due to demolition. It is payable after you have moved and returned the keys of your former home and made a claim to PCH. The home loss payment is set by the Government and is currently (from 1st October 2023) £8,100.00. This amount is reviewed annually.

5.4 **Deductions** - Home loss will be used to clear any debt owed to PCH, including current and former rent arrears, court costs, and rechargeable works. Clearance of unwanted items when you move, PCH expects that the property is left empty (including carpets, loft, garden, shed, storage cupboard and outbuilding contents). We will support you to fund and arrange this at the time your move. Should you choose not to accept our support the cost of removing any items you leave behind will be deducted from your home loss payment.

5.5 **Disturbance allowance** is a payment to cover your reasonable costs of moving home.

The disturbance allowance should cover the cost of:

* Removals
* Disconnection and reconnection of existing appliances, including cooker, washing machine, dishwasher \*If your existing cooker does not fit in your new home we will pay you £250 towards buying a replacement cooker.
* Disconnection and reconnection of existing services, including telephone, intruder alarm, cable TV, broadband
* Redirection of mail (up to three months)
* Alterations required to soft furnishings such as carpets and curtains and movable fixtures and fittings to fit in your new home

We will offer a payment based on the size and type of property which you are moving to (see table below).

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Size | 1 bed | 1 | 2 | 2 | 3 | 3 |
| Property Type | Flat | House or Maisonette | Flat | House or Maisonette | Flat | House or Maisonette |
|  | 3435 | 3570 | 4116 | 4245 | 4796 | 4925 |

You can choose how to receive your disturbance allowance. You can either:

* Receive a direct allowance from us, arrange your own removals and make your own arrangements for utilities, telephone reconnection etc, or,
* We will arrange your removals, disconnection and reconnection of appliances and fitting of carpets and curtains. We use PCH approved contractors and pay them direct. Any balance remaining would be paid to you.

5.6 How we make home loss and disturbance payments

* We will pay the **disturbance allowance** direct to your bank or savings account when you accept the offer of a new property and it is ready for letting.
* We will pay the **home loss payment** direct to your bank or savings account after you have returned the keys of your former home to the Housing with Support Team.

**6. Equality and Diversity**

PCH will apply this policy consistently and fairly, and will not discriminate against anyone based on any relevant characteristics, including those set out in the Equalities Act 2010.

PCH will make this policy available in other languages and formats on request.