

# Plymouth Community Homes Decant Payment Information

## Payments

- **Disturbance Contribution**

A Disturbance Contribution is a direct payment to a tenant to enable and support them, and their family, to vacate their home. This payment may be made to assist residents to pursue alternative arrangements when they need to move out of their home temporarily.

If the resident is staying with family / friends, then the payment is intended to cover use of utilities and food whilst staying with family / friends. If the resident is staying in a hotel/B&B then we will aim to arrange for breakfast and dinner if we can, if this is not practical then we will contribute towards food costs incurred because of any absence from home.

The level of payment will be agreed between PCH and the tenant and will reflect the expenses which are likely to be reasonably incurred. The recommended amount is set out below, however additional expenses incurred will be considered if they are presented such as parking if staying in a hotel.

Children 10 years and under - £10 per night

Adults and children 11 years and over - £20 per night

Payment will be made with no claim or proof of expenditure required.

- **Disturbance Payment**

Disturbance Payments are made in respect of reasonable out-of-pocket expenses incurred by tenants when moving home permanently.

PCH will only pay for expenses that are realistically unavoidable, and these should be agreed in advance with the Housing Officer. PCH will pay expenses directly to suppliers or contractors where possible but will otherwise reimburse tenants for costs incurred and when proof of expenditure is provided.

- **Home loss payment**

If the move is deemed to be permanent (referred to as a compulsory displacement) by PCH then the tenant will be entitled to a home loss payment.

Payments are made in accordance with the Home Loss Payments (Prescribed Amounts) (England) Regulations 2023. We will pay the current amount applying at the time of decant or displacement.

An entitlement period applies to qualify for Home Loss Payment meaning claims must be made within 6 years of the date of displacement.

Claims should be submitted in writing and payment must be made within 3 months following the date of the claim, on the date of displacement, or on the date the market value has been agreed or finally determined, whichever is later.

- **Home Improvement Payment**

Tenants with an Assured (Non-Shorthold) Tenancy have a contractual right to payment, when their tenancy ends, for improvements which they have made to their home.

Home Improvement Payments are due only for permanent moves and will be paid in line with PCH guidance.

## **Debt Recovery**

PCH will usually offset any debts owed to it by the tenant from payments for disruption. Therefore, we may offset Home Loss Payments against any debts, but will not usually do so for Disturbance Contribution or Payments. Where PCH offset payments against debts we will advise the tenant of this and issue them with a receipt or statement showing clearly the transactions made.