

Policy Home Loss and Disturbance Payment

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Important notice:
 Printed paper copies of this procedure are **uncontrolled**.
 The current version of this procedure is available on the SHG Intranet site

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1. Statement of Intent

The Associations aim to ensure that tenants who are asked to give up their homes permanently because their home will no longer exist, either through being demolished or because of re-design as not being suitable for original purpose, will be provided with a home loss payment. This will be in accordance with the eligibility laid down in the Land and Compensation Act 1973.

If tenants are required to move to alternative temporary or permanent accommodation while redevelopment or major improvements occur, a disturbance payment as determined by the Land and Compensation Act 1973 to cover necessary expenditure in moving will be paid.

The appropriate Divisional Director is responsible for ensuring that any payments made meet the legislative requirements set out in the Land and Compensation Act 1973.

2. Scope and Aims

Payments under this policy will be made in accordance with the Land Compensation Act 1973 and is payable to assured tenants who have resided in the property for a minimum of 12 months.

The home loss payment only applies to a permanent move, whereas the disturbance payment applies equally to a permanent or temporary move.

Payments will not be paid to those tenants/occupants where works are defined as repairs or where they are on:

- an assured shorthold tenancy
- a demoted tenancy
- a licence agreement
- a tied tenancy
- a service tenancy

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3. How the aims will be met

The home loss payment is a flat fee as set out in the Land Compensation Act 1973 as amended from time to time and is payable within 3 months of the tenant moving. Only one payment is made per tenancy.

The amount of the disturbance payment will vary according to the circumstances of each case and will be assessed on an individual basis, but in accordance with the Land and Compensation Act 1973.

The disturbance payment is made to cover actual or reasonable expenses, which have been agreed to have occurred as a result of moving from one property to another. Where these costs are likely to be over £100 (one hundred pounds), a minimum of two quotes will be required and the Association will decide which estimate is to be used. Costs for consideration can include:

- removal charges
- carpets
- curtains
- connection of telephone and television systems
- redirection of mail
- other appropriate items can be included

If the tenant has a debt with the Associations every endeavour will be made with the tenant to sign an agreement for the debt to be deducted from any payments made.

Payments, in full or in part are made at the discretion of the Associations, providing receipts/statements are submitted.

A nominated Officer will be made available to ensure that any move that is required due to redevelopment or major improvements is undertaken with the minimum of inconvenience to the tenant.

If any disputes arise in the level of payment being awarded, tenants will be referred to the Customer Feedback Policy.

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