

Temporary and Permanent Moves Policy for major repairs and regeneration- ref HO101

1. What is the purpose of this policy?

To provide information for customers on when a temporary or permanent move may be needed. This is due to:

- an emergency eg a flood or fire
- serious major repairs
- proposed demolition of your home as part of an approved regeneration/redevelopment scheme.

2. Who is the policy for?

This policy is for all bpha customers including tenants, shared owners and leaseholders. This policy does not apply to tenants who rent their home from a bpha leaseholder.

3. What are the main principles of this policy?

We will:

- Offer support and advice throughout your move including a named bpha colleague to keep you informed.
- Provide adjustments or extra support, where required in line with our Customer Reasonable Adjustments Policy and/or Vulnerability Policy.
- Only ask you to move if all other options to make safe or repair your home have been explored with you.
- Move you and all known members of your household living with you.
- Offer you an alternative home that is suitable for your household's needs.
- Where possible house you with your pets if you need to move on a temporary basis. If this is not possible, and your friends and family cannot help, we will pay for animal boarding such as kennels or a cattery.
- Pay Home Loss and disturbance payments when the criteria has been met.
- Pay your removal costs and other associated costs as detailed in this policy.
- Provide a frequently asked questions information sheet when we first talk to you about moving.
- Make sure that tenants who are moved to a permanent new home during regeneration work or other major works are granted a tenancy with no less security of tenure than their original home.

4. Types of Moves

There are three reasons where a move may be needed:

Emergency moves - we may need to move you if your home is unsafe due to an unexpected event, for example:

- fire
- flood
- a request from the emergency services due to an issue in your area.

We will work with leaseholders and shared owners to claim against their buildings insurance where this is appropriate.

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Planned temporary moves - we may in exceptional circumstances need to move you to do major works or refurbishment works to your home or the building you live in. Once the works are complete you will return to your home.

If following an emergency move, we are unable to complete the work to your home in a reasonable timescale we may offer you a planned temporary move until your permanent home is ready for you to move back to.

Permanent moves - we may in exceptional circumstances ask you to move on a permanent basis. This might happen if:

- your home is part of a regeneration scheme and demolition is proposed
- major works required to your home are so extensive that we are not able to complete them in the foreseeable future.

5. What type of housing will I be offered?

Emergency moves: we will first ask you if you are able to stay with friends or family. If you can do this, we will cover your costs, for example travel costs and meal allowances. If not, we will arrange hotel accommodation for you and the members of your household who live with you. We will arrange hotel accommodation as close to your home as possible subject to what is available.

For leaseholders and shared owners this may be through a claim on your building's insurance.

Temporary moves: we will usually move you to another bpha home whilst the major repairs or refurbishment works are carried out. We may also offer you a temporary move if an emergency situation cannot be quickly resolved and it will be some time before your permanent home is ready for you to return to.

If the temporary move is for a short, fixed period of time, we may offer you hotel accommodation or a serviced apartment to ensure we can complete the work as quickly as possible.

You will usually be offered a home with the same number of bedrooms. If we do not have a bpha home available, we will work with other social housing landlords and the local authority to find a suitable temporary home for you.

We will make a maximum of two offers of suitable accommodation for you and your household members. If you do not accept the offers made we will work with you so that you fully understand your rights and the options available to you.

Once the major repair work is completed you will be expected to move back to your original home.

Permanent moves: we will usually move you to another bpha home. We will work with you to assess your housing needs and seek to meet your preferences in terms of local areas.

We will make a maximum of two offers of suitable accommodation for you and your household members.

If you need to move permanently due to your home being in a regeneration/redevelopment area and scheduled for demolition we will assign a member of our regeneration team to work with you. They will support you and ensure that you fully understand your rights and the options available to you.

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6. What happens to my belongings?

Emergency moves - If you are asked to move due to an emergency, we will ask you to take enough belongings with you for a few days. Your other belongings will remain in your home. We suggest you take personal or sentimental items with you.

If items have been damaged due to a fire or flood, we will advise you to contact your tenants' contents insurance provider who will advise you on the next steps. If your home cannot be secured due to the damage, we will arrange and pay for your belongings to be put in secure storage.

Temporary moves - If you are moving into a longer-term temporary home due to major repairs, you will be asked to take your furniture and belongings with you. We will pay for your removal costs. If you are moved to a furnished apartment, we will pay for any items that cannot be taken with you to be stored in a secure storage facility.

Permanent moves - If you are moving on a permanent basis due to major repairs or demolition of your home, you will be asked to take your furniture and belongings with you to your new home.

7. What financial support will I receive from bpha?

If we move you to a hotel in an emergency we will:

- Pay your travel costs to the hotel on the first day.
- Seek to book a hotel that offers breakfast and dinner.
- If we are not able to do this, provide a food allowance of £15 per adult and child over 12 years and £10 for a child under 12 year per day. This will be paid to you weekly.
- If you stay with family and friends instead of going to a hotel, we will provide a food allowance of £15 per adult and child over 12 years and £10 per child under 12 years per day. This will be paid to you weekly.

If your pets are unable to go with you to a hotel and cannot stay with friends or family, we will pay for animal boarding arrangements in kennels or a cattery.

If you are a shared owner or leaseholder, we may require you to liaise directly with the building insurance company who will cover some of the above costs. We will support you through this process.

If you move into a longer-term temporary home, we will:

- Pay your removal costs and, if required, storage costs for your belongings.
- Pay for your utility services connection costs including, if you already have it, broadband.
- Provide floor coverings in your temporary home.
- Provide curtains or blinds
- Pay to redirect your post/mail.

You will pay your own bills on your temporary home and the rent and service charges for your main bpha home. You will not pay rent for your temporary home.

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If you are a shared owner or leaseholder, we may require you to liaise directly with the building insurance company who will cover some of the above costs. We will support you through this process.

If, as a tenant, we ask you to move to a different permanent home we will:

- Pay your removal costs
- Pay for utility services connection costs including, if you already have it, broadband.
- Provide floor coverings in your new home
- Pay to redirect your post/ mail
- Pay you a disturbance payment.
- Pay you a Home Loss payment in line with [The Home Loss Payments \(prescribed amounts\) \(England\) Regulations 2023](#).

If you are a shared owner or leaseholder needing to move due to regeneration/demolition we will work with you on an individual basis through our Home Ownership Buy Back Policy. Leaseholders and shared owners will receive both Home Loss and Disturbance payments if they are required to move on a permanent basis. You will be provided with a named bpha officer from the regeneration team to support you with this.

For all types of moves customers are expected to hold home contents insurance and to make claims against this where it is appropriate to do so.

8. Will I have to sign a new tenancy agreement?

If you move to a temporary home, you will be asked to sign a licence agreement. The tenancy on your main home will continue and you will return to your main home once the works are completed.

9. If I am not happy with a decision, can I ask for a review?

Yes - if you are not happy with the offer of an alternative home you can appeal under the terms of our [Allocations Policy](#). You can also request a review of the decision we make requiring you to move.

Any reviews/appeals will be considered by the relevant Head of Service at bpha. A response will be given in writing in 15 working days.

10. Garages

If a garage is no longer suitable for letting or needs to be demolished due to redevelopment of a garage site, we will ask you to give up your garage tenancy. We will provide you with a formal notice and discuss the other options available with you. The notice period is 28 days unless there are health and safety issues when the notice period will be 7 days.

If you would like to rent another garage you will be given top priority on the garage waiting list.

11. How can further support, advice and assistance be obtained?

We are committed to providing all customers with support, advice and assistance.

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We will work with local authorities, emergency accommodation providers and third-party support agencies to ensure we can meet the commitments in this policy.

Customers can contact us through the Customer Communication Centre on 0330 100 0272 or make a request for support through my.account at www.bpha.org.uk/my-account/

Any customer who needs an emergency temporary or permanent move will be provided with a named officer to work with.

If a customer has a vulnerability or requires an adjustment to our services, we will offer support in line with our [Customer Reasonable Adjustments Policy](#) and/or our [Vulnerability Policy](#). Please let us know if this applies to you or someone in your household.

12. How will this policy be communicated to customers?

We will:

- Place a copy of this policy on our website
- Ensure our website is clear about the terms of the policy and how to appeal a decision
- Provide customers affected by a temporary or permanent move due to repairs/redevelopment/emergency situation with a named officer to discuss their individual needs and circumstances.

13. What legislative and regulatory requirements is bpha required to consider?

A range of legislation supports this policy including the Housing Act 1985, the Housing Act 1988 and The Home Loss Payment (England) Regulations.

This policy supports the delivery of the Regulator of Social Housing’s Consumer Standards.

This policy is supported by our Equality, Diversity and Inclusion Strategic Plan.

14. How will this policy be monitored and reviewed?

We will monitor performance through a range of performance indicators including the number and type of temporary moves each year and customer satisfaction with our services. An annual report on allocations and lettings will be provided to the Customer Experience Committee.

The policy will be reviewed every three years or sooner if there is a change in regulation or legislation governing the items that this policy covers.

Policy Number	Approved by	Date Approved	Policy Owner
HO101	ELT	10 February 2026	Head of Housing Operations

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