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# Decanting



**Clackmannanshire  
Council**

[www.clacksweb.org.uk](http://www.clacksweb.org.uk)

***Housing Services***

***Housing Investment & Planning Team***



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Council**

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## Temporary move to allow work to be carried out

The Council is about to start work in your home and we need you to move temporarily to another property. This leaflet contains information about this work and how it could affect you. Please read this leaflet and keep it in a safe place for future reference.

The process may vary slightly from what is in this leaflet depending on your circumstances. A Council Officer will assist you throughout this process and try to make the move as smooth as possible.

## Will I have to sign a new tenancy agreement?

You will be asked to sign a disclaimer for the temporary house which will give you legal permission to occupy that house for the period of the move. For all other purposes, e.g. succession of tenancy rights or your right to buy. You will be considered to be the secure tenant of your current home during the temporary move.



All our publication can be made available in large print, braille, audio tape and the following languages. This leaflet contains information about improvement work to your home. If you would like this information translated, please call 0845 055 7070 and ask to speak to the Housing Officer, who will arrange for translation. Or you can bring this booklet to Council offices at Kilncraigs and ask at reception.

I Tento leták obsahuje informácie o údržbových a zlepšovacích prácach na Vašom dome. Ak potrebujete, aby boli tieto informácie preložené, zavolajte prosím na telefónne číslo 01259 450 000 a požiadajte o úradníka zodpovedného za investičné programy (Investment Programmes Officer), ktorý zariadi preklad. Prípadne prineste tento leták na recepciu Mestského úradu na a požiadajte o vybavenie prekladu.

حتوي ورقة الاعلان هذه على معلومات تخص عمل التحسينات في بيتك. اذا كنت بحاجة الى هذه المعلومات مترجمة الى لغة اخرى. نرجوا منك الاتصال على الرقم 01259450000 واطلب التكلم الى موظف برامج الاستثمار، والذي سيقوم بالترتيبات اللازمة. او بإمكانك جلب هذه الورقة الى مكتب البلدية في لايم تري هاوس واسأل موظفة الاستعلامات.

這章程內容是有關改善府上家居問題。如果你需要翻譯此章程，請電 01259450000與投資項目官員聯系，他們會為你安排翻譯服務。或者 你可攜帶此章程到 議局辦事處向接待員查詢。

Ta ulotka zawiera informacje o pracach ulepszeniowych dotyczących twojego domu. Jeżeli potrzebujesz ta ulotkę przetłumaczoną, zadzwoń pod numer 01259 450 000 i popros o Investment Programmes Officer, który dostarczy Ci ją w twoim języku. Ulotkę można również dostarczyć do jednego z biur w poprosic o tłumaczenie w recepcji.

ਇਸ ਲੀਫਲੈਟ ਵਿਚ ਤੁਹਾਡੇ ਘਰ ਦੀ ਇੰਪਰੂਵਮੈਂਟ (ਸੁਧਾਰ) ਵਾਲੇ ਕੰਮ ਬਾਰੇ ਜਾਣਕਾਰੀ ਦਿਤੀ ਹੋਈ ਹੈ। ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਦਾ ਤਰਜੁਮਾ ਕਰਵਾਉਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 01259 450 000 ਤੇ ਫੋਨ ਕਰੋ ਅਤੇ ਇਨਵੈਸਟਮੈਂਟ ਪ੍ਰੋਗਰਾਮਜ਼ ਅਫਸਰ ਨਾਲ ਗੱਲ ਕਰਨ ਲਈ ਕਹੋ, ਉਹ ਤੁਹਾਡੇ ਲਈ ਤਰਜੁਮੇ ਦਾ ਪ੍ਰਬੰਧ ਕਰੇਗਾ। ਜਾਂ ਤੁਸੀਂ ਇਹ ਲੀਫਲੈਟ ਕੌਂਸਲ ਆਫਿਸਿਜ਼ ਵਿਚ ਲਾਈਮ ਟਰੀ ਹਾਊਸ ਵਿਚ ਲੈ ਜਾਓ ਅਤੇ ਰੀਸੈਪਸ਼ਨ ਤੇ ਇਸ ਬਾਰੇ ਪੁੱਛੋ।

اس لیفلٹ میں آپ کے گھر کو بہتر بنانے والے کام کے بارے میں معلومات موجود ہیں۔ اگر آپ ان معلومات کا ترجمہ چاہتے ہیں تو ہمارے ممبر یا ٹی فون نمبر 01259 450 000 پر کال کریں اور انویسٹمنٹ پروگرام آفیسر سے بات کرنے کی درخواست کریں جو آپ کے لئے ٹرانسلیشن کا بندوبست کرے گا۔ یا پھر آپ اس لیفلٹ کو کونسل کے دفاتر بمقام لایم ٹری ہاؤس پر لائے ہیں اور ریسیپشن پر پوچھیں۔  
ہاؤس پر لائے ہیں اور ریسیپشن پر پوچھیں۔

## Who can I contact for any further information?

To make things easier for you, your single point of contact for everything about the move is the Contracts Liaison Officer who you can contact on 0845 055 7070. He/she will try to help you and liaise with any other organisations that are involved in the work to your home.



## Will the temporary property be the same as my current home?

The Council has made every effort to ensure that the house you are moving to meets you and/or your families needs. However as the housing stock available is limited, it is not always possible to guarantee that the house size or type of housing or area will be the same as your current home.

During your stay in the temporary property you will be responsible for paying bills such as electricity or gas, the costs of your telephone calls and the rent payment for the house. Your rent will remain the same during your stay in the temporary property.

If you receive housing benefit the Contracts Liaison Officer will ensure that the Benefits Section is aware of your change of circumstance, and will ensure that any benefit entitlement continues. This is subject to there being no changes in your personal circumstances.

## Will I receive a disturbance payment?

You will receive two disturbance payments, one when you leave your home to move to the temporary home. The second payment is given when you return to your home. These payments will cover the following:

- \* Redirection of your mail to both properties
- \* Disconnection/re-instatement of your phone
- \* Disconnection/re-instatement of TV aerials and satellite dishes

## What will the Council do prior to my move?

The Council will also do the following:

- ✦ We will ensure that the temporary house is in clean and good condition
- ✦ We will arrange for your washing machine to be plumbed in
- ✦ We will arrange for your cooker to be disconnected and re-connected into your temporary home.
- ✦ We will arrange for your furniture and personal belongings to be moved to the temporary property. If you do not wish to take all of your belongings, we will arrange for them to be put into storage. If you are physically unable to pack your belongings we will make arrangements for this work to be carried out on your behalf
- ✦ We will carpet the temporary house. Your carpets will be lifted from your home by a qualified carpet fitter and placed in storage until you return to your property
- ✦ If you receive garden aid we will arrange for this to continue at your temporary property
- ✦ We will ensure that your garden is re-instated to the standard it was when you left your property (if applicable)
- ✦ We will take meter readings from your permanent property and the temporary property to ensure that you are charged only for the gas and electricity you use



## What should I do before I move?

- ✦ You should notify everyone who needs to know of your change of address including your doctor and any other health professionals; your children's school; your contents insurance company; your bank; council tax; etc
- ✦ Decide which items you will take with you to the temporary property, and which items you want placed in storage
- ✦ Discuss any worries or questions with the Council Officer
- ✦ You should arrange to re-direct your mail through the post office
- ✦ You should arrange the disconnection and re-instatement of your phone
- ✦ You should take meter readings from your property and the temporary property to ensure that you are charged only for the gas and electricity you use

## What can I expect when I return to my home?

- ✦ We will ensure that your home is clean and in good condition
- ✦ We will arrange for your washing machine to be plumbed in
- ✦ We will re-install your cooker
- ✦ We will arrange for your furniture and belongings to be returned to your home including anything that was placed in storage
- ✦ We will arrange for a carpet fitter to re-lay your carpets
- ✦ We will ensure that the contractor has left your garden to an acceptable standard
- ✦ You are expected to leave the decant property in the same condition as it was in when you moved in

