

DECANT PROCEDURE

PLACES FOR PEOPLE SCOTLAND SCOTLAND

INTRODUCTION

The majority of our tenants are decanted on a temporary basis to allow repair or improvement work to be carried out to their home. This work may be part of a planned programme or the result of a disaster such as a fire or a flood. In these situations, customers will be able to return to their homes after the work has been completed.

Housing Officers are the main point of contact for customers and will be responsible for identifying alternative accommodation and arranging to the move the customers.

Emergency (out of hours/office closures/holiday periods) decants are when the tenant needs to be moved immediately. This will be arranged by the on call Trade Supervisor.

Short Term Decant is when a customer is only required to be out of their permanent home for less than three weeks. Long Term Decants is when extensive repair work is required to the customer’s property and it would create a Health and Safety issue if the tenant remained in the property. Long term decant typically last longer than a month. In certain circumstances, the tenant can remain in the long term decanted property.

We will consult directly with our customer who requires to be decanted to identify their needs. Housing Officers will provide clear information in advance about the proposed decant and continue to keep the tenant advised on the progress of the work being completed in their home. This might not always be possible in emergency situations.

There will be times where we need to move customers to another home on a permanent basis. Customers who have to move permanently may have a right to compensation for the loss of their home under the Land Compensation (Scotland) Act 1973. This situation is covered in the Home Loss Payment Policy.

DECIDING TO DECANT

In emergency situations, the on call Trade Supervisor will make this decision, we have to ensure the customers immediate health and safety needs are met.

The decision to decant a tenant either short or long term should be a joint decision between the Maintenance Team or the Procurement and Investment Team and the Housing Officer. Each individual case will be assessed on its own merits.

As soon as a decision has been made to decant a customer, the Housing Officer should create a high risk business action for the customer on Northgate to allow close monitoring of the situation.

DECANT CRITERIA

It is acknowledged that there may be situations where the tenant does not want to move. We will encourage the customer to decant to alternative accommodation but we will take legal action to enforce the move if the tenant continues to refuse to move. Housing Officers should speak with their Team Leader if this situation occurs. We will provide temporary cooking and/or heating facilities if a full decant is not required. This would enable the tenant to stay at home while work is being carried out. Decant Summary:

|  |  |
| --- | --- |
| Decant Type | Reason for Decant |
| Emergency | Fire.Severe flood/leak.Gas leak orAny other Health and Safety Issue that presents an immediate risk. |
| Short Term  | We are unable to restore water supply, toilet & bathing facilities, electricity (apart from power cuts) by the end of the business working day.Planned maintenance or repair work are likely to take more than one day to complete. Only where work is extensive and disrupts daily living – Housing Officer should be made aware by Procurement & Investment or Maintenance.Tenant is vulnerable and unable to cope with the disruption to daily living.Work needed means that the property is likely to be insecure during the work.Nature of the work could lead to health problems for the tenant for example dust, asbestos or customers who have health conditions that it will impact onIt is considered (in our opinion) that the work required to a property would be carried out more efficiently, effectively and safety if the tenant was living elsewhere. |
| Long Term | Where we are required to complete extensive structural repair work is required for example roof repair, damp work.Extensive fire/flood/leak.Health and Safety issues that require specialist treatment.Nature of the work could lead to health problems for the tenant for example dust, asbestos or customers who have health conditions that it will impact on. |

ARRANGING DECANT ACCOMMODATION

Our responsibility is to offer suitable accommodation that meets the requirements of customer and their household. In most cases, we decant customers on a temporary basis. The following factors must be considered when arranging alternative accommodation:

* Customer and household required to be rehoused
* Closeness to the place of work and school particularly if they do not have their own means of transport
* Medical conditions that require adaptations to a property
* Live in carers or access to care/support packages

Housing Officers must, where possible, arrange to visit the customer within two working day to complete the [Decant Assessment Form](#Decant_Assessment). On completion of the Decant Assessment Form the Housing Officer must decide type of decant required, what property is required and liaise with the relevant teams involved (P&I, maintenance or factoring).

It is acknowledged that some customers may prefer to find their own temporary decant solution by staying with relatives or friends. In this situation, we will secure or store household contents (if required), credit the rent account for the period the property was uninhabitable. All credits to rent account will take place after the work has been completed. This can be in situations of short and long term decants.

IDENTIFYING A SUITABLE DECANT

Depending on the decant type, there are a number of options that depend on the customers personal circumstances and availability of stock before a decant can be arranged. Firstly the length of time required for the decant must be ascertained. Once this has been decided the below accommodation options can be used:

SHORT TERM

* Family and Friends
* Guest Suite: Staff should check the [Sheltered Development Spread Sheet](#Shelt_Dev). Once Housing Officers have identified a suitable development, Housing Officers will need to contact the development to check availability and book the guest suite if available. For developments where there are no cooking facilities available, no access to a microwave/kettle, we must offer a meal allowance. Refer to [meal allowance](#Meal_All) for details.
* B&B/Hotel: in an emergency or our customer has more than 2 household members, a nearby B&B/hotel needs to be arranged. If staying there for more than one night we need to offer a meal allowance. Refer to meal allowance for details.
* Temporary Accommodation with the Local Authority. We will arrange transport.
* Holiday Cottage/Private Let/Holiday Let: where our customer needs a decant between 1 and 3 weeks we can look for private lets or holiday lets. This will be particularly beneficial when there is no availability at the holiday cottage. This would mean that we do not have to arrange carpets, curtains, removal of household items (depending on the circumstances). This must be approved by Team Leader before booking a Private/Holiday let.

LONG TERM

* If a customer requires a long term (longer than one month). Firstly, we should try and identify one of our own properties. If the decant is urgent, we need to contact the local authority or housing associations to see if they can identify one of their properties.

|  |  |  |  |
| --- | --- | --- | --- |
| **Decant Type** | **What we arrange** | **Internal Requirements** | **How to arrange?** |
| Stay with Family/ Friends | Transport - taxi(customer expense or contract) | Decant AssessmentRecord on NG – Rent Adjustment afterReimburse taxi if customer paid | Customer to keep receiptORPhone city cabs contract code is CK1 |
| Guest Suite | Guest suite is sheltered developmentMeal allowance if no cooking facilitiesTaxi | Decant AssessmentRecord on NG – Rent AdjustmentReimburse taxi if customer paid | Contact the sheltered housing developments confirm in an email. |
| B&B/ Hotel | Book roomTaxiMeal allowance | Decant AssessmentRecord on NGRent AdjustmentReimburse taxi | Log in to Click travel: [www.clicktravel.com](http://www.clicktravel.com) and book accommodation using FUNCAT code 100 and cost centre SCOHOUSG. Select bed and breakfast rate.Self-catering should be considered for decants for more than a few days.  |
| Holiday Cottage/Private Let/ Holiday Let | Book accommodationTaxi (if required)Storage of items if required | Decant AssessmentRecord on NGRent Adjustment | Check holiday cottage booking or check local private websites |
| Flat | Home removalCarpetsBlindsHanging curtain polesDisconnection & Reconnection of hob; oven; washing machine; dish washerMail redirection | Decant AssessmentRecord on NGCreating a new tenancy for new property  | Refer to Long Term Section  |

The Housing Officer should liaise with relevant departments to find out scale of work and be given an estimated timescale of completion. This depends on the nature of the decant; this is more important for long term decants.

This information needs to be communicated with the customer. Housing Officers should only offer one type of accommodation at a time. We should promote where appropriate for customers to stay with friends/family in the first instance.

We will arrange decants for customers and will pay the costs associated with these decant arrangements. It is acknowledged that other arrangements and payments may need to be made in individual and specific circumstances. All payments will be made to the customer once we have received suitable evidence before payment approval and via the One-off payments method.

The decant arrangements and costs will be reviewed on an annual basis and the costs updated, if required. The Housing Manager has the delegated authority to amend these decant arrangements and costs as and when required.

LONG TERM DECANTS

Long term decants require intensive involvement from Housing Officers. Housing Officers are to be the main point of contact for the customer.

Housing Officers have to obtain written agreement with the customer to state they will return back to property after works have been completed. The Housing Officer must seek agreement that they will pay for gas and electric while they live in the decant property. This is all incorporated in the [Decant Agreement Form](#Decant_Agree). This can only be completed once a suitable property has been identified.

1. Identifying a Property

Places for People Scotland Property:

Check if any current voids are suitable including properties that have been sent over to Mid-Market Rent.

Check for any upcoming properties that will shortly be available. Housing Officers should first identify the property and discuss with Lettings and New Tenancy Officer of the status (under offer, currently being advertised). It may be necessary to withdraw a property from EdIndex, Home Search or nominations.

Other Housing Association/Local Authority:

If we do not have any suitable properties Housing Officers should check with Local Authorities and Housing Associations to see if they have any suitable properties. Please liaise with Housing Management Team Leader to get named contacts at Local Authorities or Housing Associations.

Once a property has been identified, the Housing Officer should contact the customer to advise that a property has been identified and arrange a viewing to the property. It is expected that the customer will accept the property unless a valid reason is given why the customer cannot accept the property. Housing Officer should then liaise with Voids team, if void to advise of the urgent need for the works to be completed. Priority should be given to complete this void. If a property has been identified with another Housing Association or Local Authority the Housing Officer will need to arrange to view with the customer and arrange to sign a tenancy agreement.

1. Arranging A Move: Tasks to Complete Prior to Move

There are a number of tasks that need to be completed prior to a decant taking place. Housing Officer should use the [Decant Admin Sheet](#Decant_Admin) to ensure all tasks are completed. Refer to the [Supplier List](#Supp_List) for approved suppliers.

Home Removals

Housing Officer needs to agree with the customer before giving the removers the customers their number. Contact the Removal Company and request for a household removal quote, giving the customer’s name and address as well as information on the items to be removed/stored, along with information if the customer is not to be visited alone. The removal company will contact customer directly and may visit to assess how many items require moving. A purchase order should then be raised. Housing Officer needs to arrange the date of the removal. Housing Officer should request that the invoice is sent to the Crehousing@placesforpeople.co.uk inbox.

Carpets and Curtains

Arrange for carpets and blinds to be fitted in the decant property. Housing Officers should arrange access so the company can be measure up for flooring to be laid. We will supply carpets and vinyl. Once measured up the fitters need to contact the customer to allow them to pick their preferred colours. There colour selection is a basic selection (4 colours). Housing Officer should request that the invoice is sent to them directly.

Gas

If the property has a gas supply, arrange for the gas to be capped in the property. To do the request, send an email to the Maintenance team to request for a gas engineer. Ensure you note the appointment and works order and customer is advised of this information.

Household Appliances

Housing Officer needs to arrange for household items to be disconnected (hob, oven, washing machine, dish washer, tumble dryer, fridge/freezer). To do the request, send an email the Maintenance team to request for an operative to attend. Ensure you note the appointment and works order and customer is advised of this information.

Cooking Facilities

In some properties where the hob and/or oven are integrated and therefore would not be possible to move these items we have to offer an alternative. Housing Officers should arrange for a new hob and/or oven to be installed into the property. Check the supplier list to arrange a hob/oven. Once the customer has returned to their property the hob and oven will remain in the decant property and when is it Relet we will gift it to the new customer.

Asbestos

It is possible that there is asbestos in the property that the customer is to be decanted into. The Housing Officer should check the asbestos register and see if this is present. If it is, the correct paperwork should be signed by the customer acknowledging this. A copy should be saved in the customers tenancy file.

Rent and Council Tax

**If customer is moving to a Places for People Scotland Property:** Tenant will continue to pay rent on their property and are liable to continue to pay their council tax. The Housing Officer should apply for a council tax exemption for the decant property.

**If a customer is moved to an RSL or Local Authority Property:** same guidance as above. Housing Officer should make arrangements with the RSL/Local Authority to pay the rent for the decant property. The Housing Officer will have to apply for a council tax exemption for the decant property.

**If a customer moves in with family/friends:** we will not charge rent for the period that the property was uninhabitable. It will be reimbursed after the decant has been finished. A council tax exemption should be applied for.

Housing Benefit Claimants

For customers in receipt of Housing Benefit/Universal Credit. Housing Officer must inform Housing Benefit (HB). HB require the following information (name, address, decant address, date of move), please use the [HB decant notification](#Decant_HB) form. A note must be added on the rent account so the Income Collection Team are aware of the decant. Housing Benefit will continue to pay as long as the customer signs an agreement stating they will return to the property on completion of the works. Both the agreement and the HB decant notification should be send to the Local Authority.

1. Day of Move

On the day of the move, Housing Officers should make themselves available for the whole day to ensure everything goes smoothly. Housing Officers must visit the property are leaving and visit the decant property; Housing Officers should complete the [Decant Admin sheet](#Decant_Admin).

**Internal Reporting Requirements (IRR):** Housing Officer must complete a Relet Memo to allow the Lettings and New Tenancy Team to create a tenancy. The decant property rent should be zero because the customer will continue to pay rent in the property they moved from.

Northgate: in the customers current tenancy, update the contact address to the decant address. This will mean any communication will be sent to the correct address. Within customer contact create a contact advising the customer/s have been decanted.

For the decant property, it will set up with the following:

Name: PFPS DECANT – SEE (INSERT HOUSING OFFICER)

Correspondence Address: C/O Insert Housing Officer Name, 1 Hay Avenue, Edinburgh EH16 4RW

Tenancy Type: DECANTTY

Tenure Type: OTHER

Tenancy Source: DECANT

The decant agreement and HB notification form should be scanned into the tenancy file.

1. After the Move

Housing Officer should complete a settling in visit after 4 weeks to check with the customer has settled in. Housing Officer should complete a Settling in Visit form. This should be recorded on Northgate in the customer contacts using the code: 4 week home visit.

Housing officer is responsible for keeping in regular contact with the customer. The Housing Officer should agree a communication plan with the customer so the customer is kept informed.

Housing officer needs to liaise with the relevant team on a regular basis to find out the progress of the work being completed.

1. RETURNING TO THE PROPERTY

The Housing Officer should make regular contact with relevant team to find out when the property is likely to be ready. The Housing Officer needs to ensure that they have a date of the property being ready in advance.

The Housing Officer will have to arrange for the customer to move back into their home. Housing Officer should arrange a home visit to discuss suitable moving dates with the customer.

Once all the works have completed and it is ready for the customers to be returned. The Housing Officer should make arrangements for the customer to move back. For customers on Housing Benefit, the Housing Officer should advise the Local Authority that the decant has ended.

For the decant property, the Housing Officer should complete a DTBV unless it is being used for a decant programme.

**TAXI ALLOWANCE**

Where we have agreed to arrange and pay for taxis for customers, Housing Officers need to consider locality of decant. If the decant has taken place out with Edinburgh, Housing Officers will need to use a local taxi service and come to an arrangement with the local taxi firm. This is in effort to minimise cost. Where possible, customers should pay for the taxi, keep receipts and Housing Officer will reimburse the customer. This way, the Housing Officer will be in a position to monitor on-going costs.

Housing Officer to clarity when we would allow the use of a taxi.

Where possible, customers should use public transport.

MEAL ALLOWANCE

For customers who are decanted to either a guest suite with no cooking facilities or to a B&B they are entitled to a meal allowance. There are two methods that this can be arranged: meal vouchers or reimbursement. The meal allowance does not cover lunch for customers.

* Adults £20 per day
* Children £10 per day

Meal Vouchers

For some customers, they will not be able to pay for food using their disposable income. In these situations the Housing Officer should arrange for meal vouchers. This can be purchased using petty cash or buy using a company credit card. Meal allowance does not cover alcohol, customer needs to be advised of this.

Reimbursement

In most cases, customers should be advised of the daily amounts. Housing Officers should request that the customer should keep receipts for meals and we will reimburse after the customers has returned to their property via the One-Off Payments Method.

**DECANT ASSESSMENT SHEET**

|  |  |
| --- | --- |
| Tenant Name: |  |
| Joint Tenant Name: |  |
| Address: |  |
| **Household Details** |
| Name | Date of Birth | Relationship to Tenant |
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|  |  |  |
| Size of property required: |
| Reason for Decant: |
| Do the tenant/household members require any medical adaptations? Yes/No |
| If Yes, state adaptations: |  |
| Address of Work: |  |
| Address of School: |  |
| Does the tenant have contents insurance? Yes/No |
| Does the customer have a car? Yes/No |
| Is a taxi required? Yes/No |
| Are they able to stay with family/friends? Yes/No |
| If yes, state address: |  |
| If no, are they able to stay in a guest suite or B&B? |  |
| Do they have any pets? Yes/No |
| If yes, details of pets: |  |
| Is the tenant is receipt of Housing Benefit or Universal Credit? Yes/No |

Long Term Decant Information (only complete when required)

|  |
| --- |
| **Property Information – Information About Their Current Property** |
| Reason for long term decant: |  |
| Does the property have gas central heating? | Yes/No |
| Does the property have a gas hob/oven?  | Yes/No |
| Are the appliances built in? | Yes/No |
| White goods to be disconnected (dishwasher, washing machine etc.): |  |
| Do they have their own garden? Yes/No |  |
| Do they have a shed/garage? Yes/No |  |
| Other feature (that may require our involvement)  |  |
| Areas customers would move to: |
| Customer Responsibility – Have you advised that the customer will need to arrange and pay for this and we will reimburse? (Tick Applicable) |
| Mail Redirection | Phone/Internet | Cable TV |
| Contents Insurance – Need to advise them of the temp. address |

Decant Admin – Moving Out

|  |  |
| --- | --- |
| Decant Type | Short/Long Term |
| Date Property Identified: |  |
| Date Property Viewed: |  |
| Date Decant Arranged: |  |
| Date Decant Assessment Completed: |  |
| Has customer signed legal waiver: | Yes/No  |
| Date HO arranged lock change: |  |
| Date HO arranged Gas Cap/Recom: |  |
| Date HO arranged white goods disconnection/reconnection: |  |
| Date HO contacted HB: |  |
| Date Northgate updated: |  |
| Has HO taken meter readings: |  |
| **Insurance Information – To Be Completed After The Decant** |
| Cost of removal | £ |
| Cost of storage | £ |
| Cost of rental loss | £ |
| Cost of mail redirection | £ Evidence received (Y/N) |
| Cost of cable reconnection | £ Evidence received (Y/N) |
| Cost of internet/broadband | £ Evidence received (Y/N) |
| Cost of carpets/blinds | £ |
| Cost of appliances | £ |
| Cost of lock change | £ |
| Cost of decoration | £ |
| Cost of hotel/B&B/Private let | £ |

Utility Readings

|  |
| --- |
| **Property Moving From:** |
| Gas Supplier: |  |
| Gas Meter Reading: |  Meter Type: |
| Gas Serial Number: |  |
| Electricity Supplier: |  |
| Electricity Meter Reading: |  Meter Type: |
| Electricity Serial Number: |  |
| **Property Moving To:** |
| Gas Supplier: |  |
| Gas Meter Reading: |  Meter Type: |
| Gas Serial Number: |  |
| Electricity Supplier: |  |
| Electricity Meter Reading: |  Meter Type: |
| Electricity Serial Number: |  |

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| --- |
| **Items that are to put into Storage (List items below and take photos for our records)** |
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**HB Decant Notification**

|  |  |
| --- | --- |
| From: | Places for People Scotland |
| Date: |  |
| Contact Name: |  |
| Contact Number: |  |
| Contact Email: |  |
| Tenant Name: |  |
| Joint Tenant Name: |  |
| Address:(inc. Postcode) |  |
| HB reference: |  |
| Reason for Decant: |  |
| Decant Rent (if different from tenancy rent): |  |
| Start date of Decant: |  |
| Decant Landlord: |  |

Please email this form to the Local Authority Income and Benefits Team.



Date:

**Customer Decant Agreement**

I/We (insert tenants names) of (insert their address) agree to be moved temporarily to (insert decant address).

I/We (insert tenants names) agree to pay for gas and electricity at (insert decant address) whilst I/We live at this address, starting from (insert move date).

I/We (insert tenants names) agree understand that I/We will remain responsible for paying rent and council tax at (insert address) whilst I/We are living at (insert decant address).

I/We (insert tenants names) understand that I/we are responsible for the property at (insert decant address) until the work has been completed at (insert their own address).

I/We (insert tenants names) understand that I/We will have to return to (insert address) once the works have been completed.

Tenant Signature:

Print:

Joint Tenant Signature:

Print:

Witness Signature:

Print:

Older person Developments - Guest Suite Information

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Retirement** | **Service Co-ordinator** | **Team Leader** | **Guest Rooms available** | **En-suite?** | **Wet floor shower?** | **Wheelchair accessible?** | **Access to cooking facilities?** |  **What are the cooking facilities?** | **Comments** |
| Balfour Court, North Bughtlin Place, Edinburgh, EH12 8UP | Janet Gooch Tues & Thurs (9-5) 0131 339 6715 | Anna Matthews | None | n/a | n/a | n/a | n/a | n/a |   |
| Crystalmount, High Street, Dalkeith, Midlothian, EH22 1DQ | Mark Ryan Tues & Fri (9-5) 0131 663 6637 | Jennifer Wilkie | Yes-1  | Yes  | Yes | No | No | n/a |   |
| Dirleton Court, off Dirleton Avenue, North Berwick, EH39 4QN | Robert Beattie Mon & Thurs (9-4) Wed (9-4.30) 01620 894 625 | Jennifer Wilkie | Yes - 1 | Yes | Yes | No | Yes | Microwave |   |
| Drum Court, 14 Gilmerton Dykes Road, Edinburgh, EH17 8QE | Maria Mucha Mon & Thurs (9-4) Wed (9-4.30) 0131 664 0529 | Jennifer Wilkie | Yes - 1 | Yes | No | No | Yes | Microwave |   |
| Fountain Court, 34 High Street, Edinburgh, EH1 1TG | Sheena Hamilton Mon & Wed (9-4) Fri (9-4.30) 0131 556 0087 | Anna Matthews | Yes - 2 | Yes | No | No | Yes | Microwave |   |
| Heinsberg House, John Street Lane, Penicuik, EH26 8NH | Maria Mucha Tues & Fri (9-5) 01968 672 849 | Jennifer Wilkie | Yes - 1 | Yes | No | No | No | n/a |   |
| Letham Gardens, Dunbar, East Lothian, EH42 1BN | Stuart Elms Mon & Thurs (9-5) 01368 864 796 | Jennifer Wilkie | Yes - 1 | Yes | No | No | Yes | Microwave |   |
| Market Court, Princes Mary Road, Haddington, EH41 3NW | Stuart Elms Tues & Fri (9-5) 01620 826 336 | Jennifer Wilkie | Yes - 1 | Yes with shower | Yes | No | Yes | Microwave |   |
| Muirpark Gardens, Tranent, East Lothian, EH33 2PY | Robert Beattie Tues & Fri (9-5) 01875 613 452 | Jennifer Wilkie | Yes - 1 | Yes | No | No | Yes | Microwave |   |
| Norton Park, off Rossie Place, 26 Edina Place, EH7 5RS | Sheena Hamilton Tues & Thurs (9-5) Clare Addicott Fri (9-2) 0131 478 7401 | Anna Matthews | Yes - 3 | Yes | Yes | Only 2 | Yes | Microwave | The 2 guest rooms I block 26 are wheelchair accessible but those in block 13 are not. |
| Salisbury View, Mayfield, Dalkeith, EH22 5JH | Mark Ryan Mon & Thurs (9-4) Wed (9-4.30) 0131 654 0757 | Jennifer Wilkie | Yes - 1 | Yes | No | No | Yes | Microwave | 2 single beds |
| Shore Road, 40 Shore Road, South Queensferry, EH30 9RE | Janet Gooch Mon & Fri (9-4) Wed (9-4.30) 0131 319 2164 | Anna Matthews | Yes - 2 | Yes | Yes | Only 1 | Only 1 | Microwave |   |
| Lauriston Park, 17 Lauriston Park, Tollcross, Edinburgh, EH3 9JA |  Wojciech Klain (Concierge) Mon-Fri (am only) 0131 228 2539 | Anna Matthews | Yes - 1 | Yes | Yes | No | Yes | Microwave |   |
| St Anne’s, Main Street, Newtongrange, EH22 4NQ | Lindsey O’Loan (Concierge) Mon-Fri (1130-1530) | Jennifer Wilkie | Yes - 1 | Yes | Yes | Yes | Yes | Microwave and cooker |   |

 Supplier List

|  |  |  |  |
| --- | --- | --- | --- |
| **How to Arrange?** | **Supplier** | **Contact Details** | **What to do?** |
| Blinds & Carpets  | Gordon & Halliday | Blair – 07428 158 055blair@gordon-halliday.co.uk  | PO to be raised: use table below.Arrange invoice to be sent to Housing Officer  |
| Furniture Removal | Blackhall Moving and Storage | info@blackhallmoving.co.uk01312352525 or 07860 716316  | HO to email to request a quote before a PO can be raised. Once quote received, PO to be raised: use table below.Arrange invoice to be sent to Housing Officer |
| Storage | Blackhall Moving and Storage | info@blackhallmoving.co.uk01312352525 or 07860 716316  | PO to be raised on receipt of quote: use table below.Arrange invoice to be sent to Housing Officer |
| Taxis | Central Taxis | 0131 229 2468Team.leaders@taxis-edinburgh.co.uk | Request that customer pays and keeps the receipt and we will reimburse. If the customer cannot pay we can arrange transport.Booking code is CK1. DO NOT GIVE THIS CODE TO CUSTOMERS. |
| B&B | Click Travel | 0845 850 9573[www.clicktravel.com](http://www.clicktravel.com) | Select Bed and Breakfast rate.PO to be raised: use table below.Arrange invoice to be sent to Housing Officer |
| Hob/Oven | TBC – Liaise with Ranald Whyte, Housing Manager |  |  |
| Customer Reimbursement: | One Off Payments Team | OOPR@placesforpeople.co.uk | Complete a One-off payments form. (Form on the intranet) |

**Account codes**

These are to be used for all decants costs/invoices including one off payments and will vary depending on the need for the decant:

**Funcat** :

120 to be used for Insurance works (Flood, fire, any insurable damage rendering property uninhabitable)

 140 to be used for Planned Works (Damp works, extensions, any planned works not insurable) 140

 100 to be used for Housing Management (ASB; other reasons related to tenancy issues)

**Account** : 631205

**CostCentre** : S65 then Scheme code i.e S650290

**Problkest** : P then property reference no