

Temporary & Permanent Relocation and Repurchase Policy

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1. Document Overview

Purpose	To set out Thrive's approach to Temporary & Permanent Relocation and Repurchase Policy		
Audience	Colleagues and Customers		
Data Classification	Internal and External		
Review Cycle	36 months		
Last Review	September 2025	Next Review	Feb-28
Relevant Legislation	See section 10		

2. Document Version History

Version	Date	Author	Reviewer	Changes & Additions
V2	17/06/2021	AD Customer	EMT	Reviewed & updated
V3	30/08/2023	Onboarding Lead	EMT	
V4	19/08/2025	Relationship Management Lead		Change to document name, Pre-works risk assessment, Single point of contact / regular reviews for temporary moves, Food allowance

				and disturbance payments clarification, updated responsibilities and timelines.
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3. Introduction

The maintenance of our housing stock and the implementation of our asset management strategy occasionally requires customers to move out of their homes. This can be on a temporary basis, where maintenance or improvement is concerned or permanently where estate regeneration is taking place or major repairs are necessary. Our Temporary & Permanent Relocation and Repurchase Policy aims to provide an efficient, fair, and clear approach to balancing the customers move to temporary or permanent accommodation while facilitating the vacation of the properties to enable works to proceed. In circumstances where customers are required to relocate, whether on a temporary or permanent basis, our priority is to ensure the transition is managed with the utmost care. We aim to minimise disruption and inconvenience to daily life, keeping customers fully informed and making the process as streamlined as possible. Our goal is to closely monitor the number of moves and the associated costs.

This policy relates to any tenant or homeowner required to vacate their current home to facilitate redevelopment, repair, or improvement works

4. Scope

This policy applies to customers who may need to move out of their home.

5. Definitions

5.1 A Permanent Move: is when a customer is moved out of their property and there is no intention to return.

5.2 A Temporary Move: is when a customer is moved out of their property, to enable work on the property to be carried out with the intention of returning them to the property.

There are occasions when a temporary move becomes a permanent move, for example, where envisaged repairs prove to be uneconomic, or a permanent move is agreed by Thrive and the customer.

5.3 Emergency Move: Where an unexpected event has caused a property to become uninhabitable, for example, by severe damp and mould, fire or flood.

5.4 Planned Move: Where a property is going to be demolished or disposed of and a permanent move is required.

5.5 Disturbance Allowance: This is a payment to reimburse a customer for the actual costs of moving. It is payable for any person who is moved, no matter how short a period. It is not fixed; the payments are based on the actual costs incurred during the move and therefore require original receipts and invoices. A customer is entitled to a statutory disturbance payment if they have to be moved permanently. Thrive operates a discretionary disturbance payment scheme for temporary moves as well.

5.6 Home loss: This is a statutory compensation payment, paid if you have no choice but to move out permanently. To qualify, the customer must have lived at the present address for at least one year as their only or main residence.

5.7 Licence to Occupy: This is permission, making it lawful for a property to be used by a person who is not the legal owner. Therefore, the existence of such permission makes lawful what would otherwise be a trespass. It does not create or grant any interest in the land to the licensee.

5.8 Consultation: This means seeking customers' views and considering them before a decision is made. Responsibility for the actual decision remains with the appropriate decision-making body within Thrive. Consultation is the way Thrive finds out customers' opinions.

6. The policy

6.1 **Decision to move:** In the event of an emergency or to maintain the quality of our housing stock or progress estate regeneration, it may occasionally be necessary for customers to move from their homes. The final decision on whether a move is required rests with Thrive. Prior to making such a decision, we will engage in consultation with customers, listening to their views and ensuring that all options have been thoroughly considered.

If a move is confirmed, we will work closely with customers to ensure the process is managed smoothly and with as little disruption as possible. We recognise that moving home can be stressful, and we aim to make every relocation as straightforward and supportive as we can.

We are committed to understanding each customer's individual circumstances and will provide the level of support and assistance we consider most appropriate when offering alternative accommodation based on a thorough Pre-Works Move Risk Assessment. This support will reflect the customer's specific needs, vulnerabilities, and any protected characteristics.

For temporary moves, we may explore the possibility of the customer staying with family or friends. Other short-term accommodation options will also be considered, such as hotel stays, bed and breakfast or reputable providers like Airbnb.

Type of Move	Reason(s)	Responsible teams	Comments
Permanent / Planned	When a property is going to be demolished or disposed of.	Asset, Development, Customer Relations, Onboarding	<ul style="list-style-type: none">• No automatic right of return for estate regeneration cases.• Customer must register for housing with their local authority.• Home loss and disturbance payments usually apply.
Temporary	Planned or reactive repair works making the property temporarily uninhabitable	Asset, Repairs, Customer Relations, Insurance	<ul style="list-style-type: none">• Could become permanent if agreed by Thrive.• Home loss payment does <i>not</i> apply.

			<ul style="list-style-type: none"> • A Pre-Works Move Assessment will be carried out to manage expectations and consider individual needs.
Emergency	An immediate move is required due to sudden and severe property damage.	Out of Hours, Asset, Repairs, Customer Relations, Insurance	<ul style="list-style-type: none"> • Managed initially by the Out of Hours officer, then referred to Asset/Customer Relations the next working day. • The aim is to return the customer to their home where possible. • Could become permanent if agreed by Thrive. • Home loss payment does <i>not</i> apply.

Permanent or Temporary

6.2 The decision on whether the move is permanent or temporary will be made by Thrive following consultation with the customer.

6.3 Estate regeneration schemes where demolition is being carried out to facilitate the building of new homes will normally result in a permanent move. There is no automatic right of return where an estate is undergoing redevelopment.

6.4 In other cases, for example, where properties are being repaired, we would expect that the occupant returns home as soon as their property is repaired. On occasion, the move could be permanent. In circumstances where it may not be possible for a customer to return to the original property, we will explore this with customers on an individual basis and explain the implications of the options for that customer. It may be appropriate to produce a leaflet where there are a large group of customers being moved. The final decision on whether the move is permanent or temporary will be made by Thrive.

6.5 For any permanent moves where a customer is over occupying their current Property, any offer of alternative accommodation will be made in accordance with the relevant local authority's allocations policy and procedures.

6.6 Where a customer is under occupying their current property, Thrive may offer a smaller property that continues to meet the household's assessed needs.

6.7 Where a customer is over occupying their current property, Thrive will seek to offer a property with the same number of bedrooms as the current home, or larger here available, in order to avoid exacerbating overcrowding.

Alternative Accommodation

6.8 Emergency Moves: In emergency situations requiring an immediate move, customers may be offered bed and breakfast accommodation or other short-term housing to allow the situation to be properly assessed. Once a plan has been agreed for the property, customers may either remain in

short-term accommodation, move to a temporary home, or — if a return is not possible — be offered a permanent home, either with Thrive or another landlord.

6.9 Where health and safety risks are identified, we will act promptly (within 24 hrs), providing clear information about the reason for the move, the expected duration, and the anticipated date of return to the permanent residence. Should any delays occur, we will notify customers at the earliest possible opportunity.

6.10 When sourcing alternative accommodation, we will take into account individual circumstances wherever possible, including reasonable distances from work, family, and schools. For those who choose to stay with friends or family, we will regularly review their circumstances — particularly if there are delays or if completion of works takes longer than anticipated.

6.11 Where works to a property are identified and are likely to take more than three months to complete, the preferred option is for the household to stay temporarily with friends or family, where this is reasonable and practical.

If this is not possible, the organisation will seek to provide temporary alternative accommodation, which may include a Thrive property or a serviced apartment, for the duration of the works.

6.12 Throughout the process, each customer will have a dedicated point of contact to address any concerns and provide regular updates, ensuring consistent communication and support.

Where alternative accommodation is arranged directly by Thrive, the Customer Relations team will act as the primary point of contact for the customer. The team will provide regular updates on ongoing actions, with the frequency of contact agreed individually with each customer. This arrangement will be reviewed periodically to ensure it continues to meet the customer's needs.

Where customers arrange their own alternative accommodation (for example, staying with family or friends) or where the matter progresses to Thrive's insurance company, the Asset or Property team will be the primary point of contact. The team will provide regular updates on ongoing actions, with the frequency of contact agreed individually with each customer. This arrangement will be reviewed regularly and agreed with the customer to ensure it remains appropriate.

In cases referred directly to the insurance company, such as following major works or a fire, the insurance company will usually arrange accommodation and maintain direct contact with the customer. Thrive's Asset or Property team will monitor the process to ensure that the customer's needs are being met and that communication remains effective.

Emergency moves requiring temporary or permanent rehousing will be eligible for rehousing in a Thrive property. Offers of suitable accommodation will be made in accordance with Thrive's Empty Homes policy.

6.13 To maximise their chance of securing a suitable home, customers will need to register with the relevant choice-based lettings scheme and to bid for properties.

Planned Moves

6.14 Where a customer's move is permanent because of redevelopment or regeneration, they are expected to register on the relevant Choice Based Lettings (CBL) scheme and bid for properties. Thrive will provide help and guidance with the registration and bidding process if required.

Where temporary or permanent rehousing is required due to estate regeneration or major repairs, Thrive will offer accommodation based on assessed housing need in accordance with the Empty Homes policy. This will not necessarily be a transfer to a 'like-for-like' property or size. Customers in this situation are expected to register and bid for properties on the CBL scheme, with support available if necessary.

6.15 Thrive may offer direct lets outside of the CBL system to customers who do not bid under the scheme. Normally, no more than two offers of suitable accommodation will be made in this way. All

offers will be based on housing need and will not necessarily be a transfer to a 'like-for-like' property or size.

Permanent Moves

6.16 The Neighbourhood Officer or Tenancy Coordinator and Asset team will schedule a home visit with the customer to conduct a property inspection and explain the process. A Pre-Works Move Assessment will be completed, and assistance provided to complete the housing register application if required.

A case will be opened on QL and monitored at least monthly. Updates will be provided no less than once a month, with ongoing actions documented. The frequency of contact will be regularly reviewed and agreed upon with the customer.

Step	Lead Role	Action
Home Visit	Neighbourhood Officer / Tenancy Co-ordinator + Asset	Inspect current property, explain the process, and complete pre-works move assessment.
Application Support	Tenancy Co-ordinator	Assist the customer with the housing register application if required.
Case Management	Neighbourhood Officer / Tenancy Co-ordinator	Open a case in QL, set review frequency.
Ongoing Contact	Neighbourhood Officer / Tenancy Co-ordinator	Monthly formal review (minimum). Adjust contact frequency as agreed.

Tenancy status on being rehoused

6.17 Where customers are required to move permanently to alternative accommodation, they will be granted a new tenancy offering no less security of tenure than their previous agreement. For example, a customer holding an assured at transfer tenancy at their original property will be offered the same tenancy type at the new address, regardless of whether the rent is set at a social or affordable level. While affordable rents may be higher than social rents, they provide the same core rights and protections, including lifetime tenancy where applicable.

6.18 When customers move temporarily with the intention of returning to their original home after the works, they retain their tenancies and continue to pay the same rent. Customers will be responsible for paying all bills, including council tax, at the temporary home.

6.19 Customers moving for short periods will be issued with licences to occupy the premises and will receive clear written confirmation that they only have a licence to occupy the temporary accommodation. They will be expected to return to their home when it is ready for occupation. The Licence will be signed by both parties before occupation.

Appeals

6.20 Customers cannot appeal against Thrive's decision to redevelop an estate, although Thrive will always consult affected customers prior to any such decision being made. Customers do have an appeals mechanism under the Thrive Tenure Policy regarding the type of tenancy offered on any permanent move (see 6.17 above).

Statutory home loss, disturbance and food allowance

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6.21 Tenants moving out of their homes permanently will be eligible for statutory home loss and disturbance payments under the Land Compensation Act 1973, which also sets out rules on eligibility and the prescribed amount payable in relation to home loss. Thrive will also make disturbance payments outside the statutory scheme for reasonable removal costs associated with temporary moves (e.g., disconnection/reconnection charges, removals, and storage) all cases will be considered on their individual merits. Receipts will be required before payments can be made under both the statutory and discretionary schemes. Thrive will expect customers to use our nominated contractors, which Thrive may appoint, for specific services, e.g., removals.

6.22 Where tenants are in arrears with rent or other charges, a sum will be deducted sufficient to repay any money owed to Thrive from the home loss payment.

We will not offset rent arrears or other outstanding debts against a disturbance payment.

6.23 Tenants receiving home loss payments will not be eligible for any other incentive to move schemes provided by Thrive.

Please see the table below detailing eligibility for disturbance and food allowances.

Status / Accommodation Type	Rent Responsibility	Removals & Storage	Utilities (Gas & Electric)	Council Tax	Food Allowance	Mileage	Laundry
Staying with Friends & Family	Thrive pay the inconvenience payment equal to the weekly rent on the property using decant budget	Thrive pay if needed	N/A	N/A	Up to £20 pp/day (5+ years); £10 pp/day (<5 years)	Yes, if needed (HMRC pence per mile)	N/A
Thrive 2nd Property	Customer continues to pay full rent on the original property; Thrive pay rent on 2nd property	Thrive pay if needed (boxes, furniture dismantle/reinstall, white goods dis/reconnect)	Thrive pay on the original property; Customer pays on 2nd	Thrive pay on the original property; Customer pays on 2nd	N/A	Yes, if needed (HMRC pence per mile)	N/A
Serviced Apartment	Customer continues full rent on original property; Thrive pay for apartment using decant budget	Thrive pay if needed	N/A	N/A	N/A	Yes, if needed (HMRC pence per mile)	N/A
Hotel Accommodation	Customer continues full rent on original property; Thrive pay for hotel using decant budget	Thrive pay if needed	N/A	N/A	Up to £20 pp/day (5+ years); £10 pp/day (<5 years) usually via an Uber Eats voucher organised by accommodation contractor	Yes, if needed (HMRC pence per mile)	Yes, if no access (receipts required)

Notes

- **Mileage** only reimbursed for additional travel to **school, work, and medical appointments**, calculated as the difference from original home to destination vs. alternative accommodation to destination.
- **Reimbursements** (utilities, food allowance, rent payments, etc.) are paid in **one single payment** — form submitted to finance for **BACS transfer** to the customer.
- Where storage is covered, it can include **boxes, dismantling/reinstalling furniture, and white goods services** if required.

Court Action

6.24 Thrive reserves the right to take appropriate action through the courts to obtain vacant possession, for example where customers refuse an offer of suitable alternative accommodation or refuse to move temporarily to allow repair or other works to take place.

7. Owners who need to move

Permanent Moves

7.1 Thrive will operate a purchase scheme for owners who must move because of the regeneration of our estates.

Owners will be offered;

- Market Value for their property.
- Statutory Home Loss Payments and Basic Loss Payments.

Qualifying owners will receive a payment in addition to the market value to compensate them for the compulsory repurchase. The amount qualifying owners receive will be a percentage of the market value and will depend on whether the owner is an owner occupier, e.g., living at the property concerned, or whether the owner is a non-customer owner but may, for example, let it to tenants. Home loss payments are set each year by central government.

- Disturbance payments. Thrive will pay any reasonable costs incurred by the owner as a direct result of the sale of the property to Thrive and the owner's purchase of a new property in the United Kingdom. These are likely to include removal costs, conveyancing costs, survey costs and valuation fees. The amount payable will vary according to the circumstances of each case and must be evidenced by receipts.

7.2 Owners should be advised to check what expenses will be covered by Thrive before committing to services. If owners fail to do this Thrive may not be able to reimburse the expenses incurred.

7.3 If Thrive are not able to agree a voluntary purchase of private owners' homes we will seek resolution of the dispute through the Royal Institution of Chartered Surveyors. Thrive will also explore compulsory purchase options with the relevant local authority.

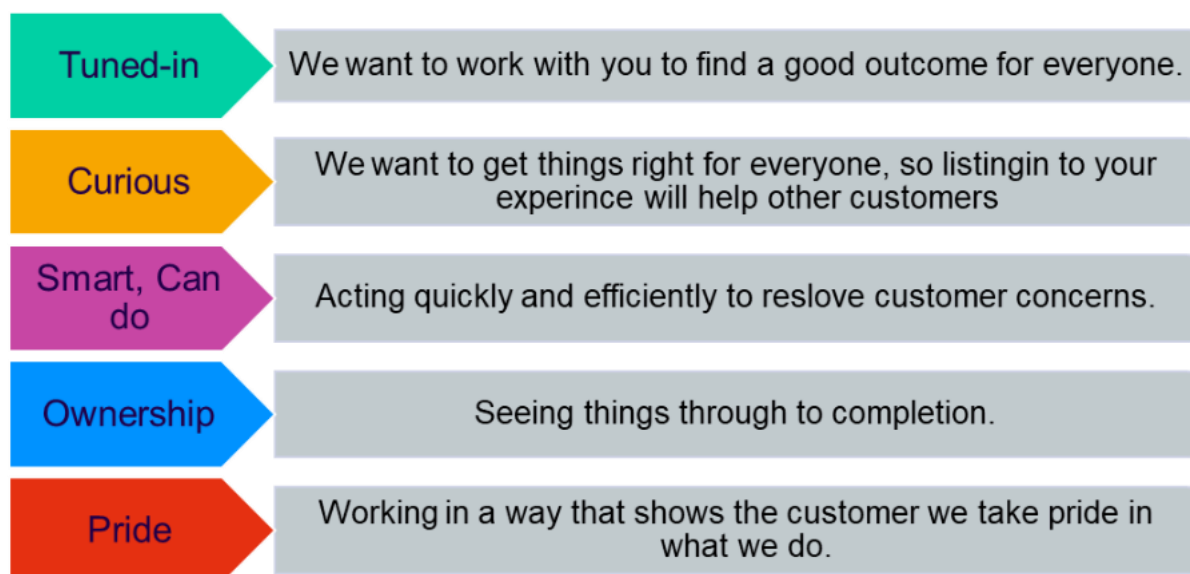
Temporary Moves

7.4 If owners or their tenants are required to move on a temporary basis, we would normally expect them to make their own arrangements for temporary accommodation for themselves or their tenants and claim on their insurance. Where applicable Thrive would expect owners or their tenants to apply to the relevant local authority for assistance under the homeless legislation.

7.5 If liability for the move is established as being Thrives' responsibility, we will offer similar moving arrangements to those available to our tenants.

8. Thrives Core Behaviours

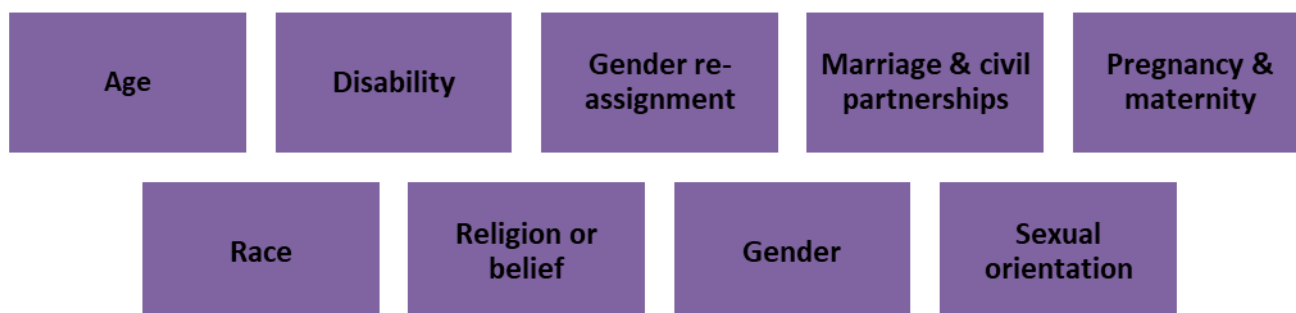
Working with colleagues across Thrive, we have established 5 core behaviours we believe support the culture Thrive strives to foster. To demonstrate how our behaviours can support the delivery of this policy we have set out below some examples:



Customers and colleagues are entitled to hold us accountable if we behave in a manner that isn't in keeping with the statements above. To be clear that doesn't mean we can always deliver exactly what is being sought. but it does mean we demonstrate empathy and provide clarity.

9. Treating Everyone with Respect

This policy has been impact assessed in line with Thrive Homes' obligation to comply with the Equality Act (2010). We aim to design inclusive services, policies and behave in a way that does not discriminate on the grounds of:



While we are not required by law, we seek to ensure we do not discriminate on any basis that is rooted in prejudice, for example we are not influenced by:

**Social/Economic
Background**

Body Shape/Size

**Educational
Background**

Accent

Every effort will be made to ensure that decisions made reflect this commitment.

10. Other Related Policies and Guidance

This policy links to other policies Thrive has in place, including but not limited to:

- Asset Management Sub-Strategy
- Empty Homes Policy
- Income Protection Policy
- Downsizing policy
- Tenure Policy
- The Localism Act 2011
- A Revised regulatory framework for housing in England from April 2012 – The Social Housing Regulator
- Thrive Offer and Ask
- Homelessness Act 2002
- Housing Act 1985
- Housing Act 1996
- Housing Act 2004
- Housing and Regeneration Act 2008
- Land Compensation Act 1973
- Planning and Compulsory Purchase Act 2004

As a business we try hard to keep all these related policies aligned with each other. Anyone spotting inconsistency or contradictory statements, is asked to contact the Author and make concerns known. Supporting us to keep information clear and consistent will always be welcomed.

11. Risk and Assurance

The commitments and intent of this policy is aligned to our Strategic and Risk & Assurance Frameworks, specifically:

Strategic Framework Pillar	Corporate Risk Register
A Fair Deal for Customers	Customer Service and Experience Risk

To ensure we hold ourselves accountable we will on an annually assess our adherence to this policy, reporting the assessment of compliance to the appropriate business forum.

12. Policy Approval

As this policy is a core component of how Thrive manages its business the document will be evaluated by the Executive Management Team as part of any review.

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13. Support and Further Guidance

This policy has been drafted with input from staff across Thrive. If you have any concerns on how to interpret or follow its requirements, it's your responsibility to make your concerns known to your manager or a member of the Customer Team.

Each Thrive team member has a responsibility to work in a way that's consistent with the expectations set out in the documents and its implied intent. Should you witness or become aware of anyone consciously or unconsciously not following this policy you must alert your line manager or member of the leadership team as soon as is reasonably practical.

14. Appendices

Appendix Number	Name
1	Temporary & Permanent Relocation FAQ
2	Pre-Works Move Risk Assessment Form