

MAJOR WORKS DISTURBANCE & DECANT POLICY
APPENDIX B – TENANT SUPPORT AGREEMENT - sample

Front page of the agreement should be as follows:

ATD

And

.....

(Name of tenant)

Of

.....

(Address)

REMODEL / REPAIR TENANT/S AGREEMENT

(To be completed by the Project Offier) and the Tenant

Date.....

In order to clarify expectations on both sides, ATD will provide a written agreement to tenants individually, which specifies:

- Name of tenant / tenant special needs
- Estimate dates of work
- Disruption to scheme
- Minimum notice period to be provided for disruption of essential services and utilities e.g. electricity cut off
- Temporary rehousing timetable including estimated dates for departure and return
- Rental during decant flat
- Details of permanent flat number, major features, e.g. loss of cupboard space
- Availability of handyman service
- Disturbance payment in pounds (£) and payment arrangements
- Details of the Special Lettings Policy for the scheme during the course of the work

This agreement should also include:

- Service Manager name and telephone number
- Head of Operations / Area Housing Manager name and telephone number
- Out of hours emergency arrangements
- Complaints procedure
- Independent Tenant Advisor information (If applicable)
- Type of communication with tenants and frequency, e.g. House Manager meeting, Notice board, letter
- Agreed special requests by tenants

The above may be extended depending on the scope of the project.

ATD retains the right to take legal action should Tenants/s wilfully refuse to move to the agreed decant and return to the tenancy agreement at the agreed times.

Signed & dated:	
Tenant/s:	
ATD:	