



VHA Policy Document

DISTURBANCE ALLOWANCE

Reviewed: December 2024

Next Review: December 2027

VECTIS HOUSING ASSOCIATION LIMITED

DISTURBANCE ALLOWANCE POLICY

1. The Policy in summary

1.1 Where a property under the Association's management is the subject of:

- Compulsory purchase order
- A demolition, improvement or closing order made by the Local Authority
- Improvement or redevelopment by a Housing Association
- Demolition under any other compulsory power
- Property disposal

that will render the property being unavailable on a temporary or permanent basis, the Association will offer alternative accommodation, and grant a disturbance allowance, provided the following criteria are met:

1. The tenant holds a full secure or assured tenancy agreement. Assured Shorthold agreements are not eligible.
2. The tenant agrees to the alternative accommodation offered.

1.2 The alternative accommodation provided can be permanent or temporary. Where the accommodation is permanent, a Home Loss payment may also be made.

1.3 Only one Disturbance Allowance payment will apply per household.

2. The amount of the disturbance allowance and when payable

- 2.1 The amount of disturbance allowance will vary according to the circumstances of each case. Disturbance payments are paid to tenants to cover the *actual and reasonable* expenses that can be shown to flow from, and incurred as, a natural and direct consequence of the necessity to move to alternative accommodation, and the period for which the move lasts.
- 2.2 Normally accepted costs would be those relating to removals, carpets and curtains, telephone and mail re-direction, and any additional travel costs associated with employment and school activity. Most costs will be paid directly by the Association. Any costs incurred by the tenant will be reimbursed upon submission of receipted bills.

As a guide, the following payments will be made:

- Bedsit or studio apartment - £1,000
- One-bedroom property - £1,500

- Two-bedroom property - £2,000
 - Three-bedroom property - £2,500
- 2.3 Any arrears of rent, or recharges, owed by the tenant MAY be deducted from Disturbance Allowance payments claimed by the tenant if fair and appropriate.
- 3. How the Tenant Claims**
- 3.1 In circumstances giving rise to eligibility, the tenant will be given information on Disturbance Allowance payments and a claim form to complete.
- 3.2 A Disturbance Allowance claim form, must be completed by the tenant in all cases. (see Disturbance Allowance Procedure guide)

4. Appeals

- 4.1 Any tenant refused a Disturbance Allowance payment can appeal against the decision by using the Association's Complaints Procedure.