

Repair-Related Move (RRM) Policy

Related policies / procedures / documents:

Policy and Procedure

- Repair-Related Move Procedure [here](#)
- Allocation scheme [here](#)
- Supporting residents with additional needs to thrive Housing [Policy](#)
- Lift protocol [here](#)
- [Joint Working Protocol Between Hackney Council Housing Services team, Adult Social Care and ELFT](#)

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Published date	
Version	4 (DRAFT) - May 2026
Review dates	Every 3 years, or more regularly if updates are needed

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1. Introduction	
1.1	Hackney Council's Housing Services team is committed to enabling our residents to live well and thrive in their homes and communities. This policy has been developed in line with Hackney Council's Housing Services values, which are: - Fairly and with respect - Easy to do business with - Keeping people safe - Keeping our promises - Anti-racist
1.2	The Repair-Related Moves Policy sets out our approach to managing the housing and welfare needs of Hackney Council tenants who need to move from their homes because of a repair-related reason. This includes: Permanent Repair-Related Moves - these are granted ONLY when the main home cannot be made habitable by repair and renovation work. This happens exceptionally rarely. Temporary Repair-Related Moves - where the home is temporarily uninhabitable because of a repair-related reason. This can either occur in an emergency or as a result of planned works needing to take place.
1.3	The policy is underpinned by the Supporting Residents with Additional Needs to Thrive Policy, which sets out how Housing Services will ensure that residents with additional needs: - Receive good quality help and support to sustain their tenancy and maintain their home and wellbeing - Are able to access Housing Services fairly and do not experience worse outcomes when using services than residents who do not have additional needs.
1.4	The policy should be read in conjunction with the range of other policies and documents set out above. It is underpinned by a suite of procedures, also included above, which set out in detail how our staff apply the policy, ensuring compliance and quality.
2. Scope	
2.1	This policy applies to secure and introductory tenants and those with demoted tenancies, in housing owned by Hackney Council. This includes homes managed by Tenant Management Organisations.

2.2	This policy does not cover assets such as garages, shops or leasehold, shared ownership or homeless households living in temporary accommodation properties. If there is a repair-related reason why it is no longer possible for a homeless household to be accommodated in a Hackney Council-owned temporary accommodation, the Temporary Accommodation team within Benefits and Homelessness Prevention will arrange a move to an alternative home.
2.3	The Council is bringing forward a range of Regeneration schemes across the borough. Specific move policies will apply and these schemes may also be subject to a local lettings plan. Such schemes are not covered by this policy.
3. Policy, Regulatory and Legal Context	
3.1	Equalities
3.1.1	Under the Public Sector Equality Duty (Equality Act 2010) the council has a duty to consider how our policies and decisions affect people who are protected under the Equality Act 2010 “the Act” . We must show ‘due regard’ to the need to: • Eliminate discrimination, harassment and victimisation and any other conduct that is prohibited by or under the Act. • Advance equality of opportunity between people who share a relevant Protected Characteristic and people who do not share it. • Foster good relations between people who share a relevant Protected Characteristic and those who do not share it.
3.1.2	Hackney’s Equality Plan Hackney Council’s overarching vision is to make Hackney a fairer, safer and more sustainable place for everyone. We believe everyone should have access to the same opportunities, and opportunities tailored to meet specific needs where applicable, whatever their background or situation. Hackney’s Equality Plan is here. Our Equality objectives are: 1. Increase prosperity for all and tackle poverty and socio-economic disadvantage 2. Tackle disadvantage and discrimination that is linked to a Protected Characteristic 3. Build a cohesive and inclusive borough
3.2	The Regulator of Social Housing
3.2.1	From 1st April 2024, the Regulator of Social Housing will inspect landlords with 1,000 or more social homes at least once every four years to ensure they are meeting a set of consumer standards and Tenant Satisfaction Measures :

	• The Safety and Quality Homes Standard focuses on ensuring that landlords provide safe, quality homes. • The Transparency, Influence, and Accountability Standard requires landlords to be transparent with tenants, treat them fairly and respectfully so they can access services. • The Neighbourhood and Community Standard requires landlords to engage with relevant parties to ensure tenants live in secure, well-maintained neighbourhoods and feel safe in their homes. • The Tenancy Standard outlines fair allocation and letting of homes, as well as requirements for managing tenancies by landlords. • From October 2026, the Competence and Conduct Standard will require staff to have the necessary skills, knowledge, and behaviours to deliver high-quality housing services, while mandating specific qualifications for senior managers.
3.3	The Housing Ombudsman
3.3.1	Hackney Council is committed to meeting the standards set by the Housing Ombudsman, including providing clear communication, timely responses to tenant needs, and ensuring fairness and accountability throughout the move process. Learning from past complaints and maladministration cases informs our continuous improvement efforts.
3.4	Allocations Scheme
3.4.1	The policy relating to Internal Moves for Hackney Council tenants, including Repair-related moves, is set out in the Allocation Policy here
3.5	Legislation
3.5.1	There is a range of legislation relevant to this policy, including: • Social Housing (Prescribed Requirements) (England) Regulations 2025 (known as Awaab's Law) • The Housing Act 1985 & 1988 • The Housing Act 1996 • The 'Homelessness Legislation' (Part VII Housing Act 1996 as amended by Homelessness Act 2002, The Homelessness Reduction Act 2017) • Housing and Regeneration Act 2008 • Localism Act 2011 • Homes (Fitness for Human Habitation) Act 2018 • Land Compensation Act 1973 • Housing and Planning Act 2016
4. Review & implementation	

4.1	This policy will be reviewed every 3 years, or when there are changes to the tenancy conditions or the law, whichever is sooner and takes effect from (TBC) .
5. Identifying the need for a Repair-Related Move & Prioritisation	
5.1	The need for a repair-related move will usually be identified following an inspection by a Hackney Council Surveyor. However, this can be identified by any repairs visiting staff and put forward for authorisation. An appointed expert surveyor on legal disrepair and the courts can also order that a council resident is temporarily moved when a Housing Conditions claim arises.
5.2	Repairs visiting staff will be alert to situations where the additional needs of the household in question may mean that a repair-related move is necessary, where it would not be if the household did not have additional needs. Such cases will be referred to Tenancy Management and a joint decision made on whether a Repair-Related move will be offered.
5.3	Under Awaab's Law, if the relevant safety work cannot be completed within the initial remediation period (5 working days from the completion of the investigation that identified a significant hazard or 24 hours for an emergency hazard), suitable alternative accommodation must be secured until the safety work has been completed.
5.4	Assessment of the need for a move will be informed by the Person - Property Related Risks Matrix at Appendix 1. Given the resource constraints on available housing, the Council will assess each case against this matrix and prioritise moves based on the scores, with those scoring highest being considered first.
5.5	The final decision on whether the household is eligible for a repair related move of any type is made by the Assistant Director of Repairs & Maintenance or in their absence this will be referred to the Assistant Director of Tenancy Services for a decision.
5.6	Affected households will be notified in writing of the reasons the move is needed, the expected timelines and whether this is to be a temporary or permanent move. This will also include a summary of the support available during this process, as set out in section 10 below.
5.7	In very rare circumstances a resident may be unable to remain in the pending asbestos related make-safe works being completed, and temporary accommodation will be arranged, usually for 1-3 days. The requirement for such a move will be recommended by the Resident Safety Team Risk & Compliance Officer and approved by the AD Building Safety.

6. Emergency Arrangements	
6.1	In emergency scenarios where it appears that a tenant needs to be moved immediately due to unforeseen events that render their homes unsafe, Housing Services will conduct a rapid assessment to determine the level of risk and necessary actions.
6.2	This will include an inspection of the property by a surveyor and a review of any health or welfare needs of the affected household.
6.3	This assessment will happen on the day that the issue is identified. Any decision to offer emergency temporary accommodation must be approved verbally by the Assistant Director of Repairs and Maintenance or suitable delegate prior to any placement being made.
7. Planned Maintenance Arrangements	
7.1	Where the repair work is identified as part of a planned programme, residents will be given as much notice as possible of the need to move from their homes.
8. Permanent repair-related move	
8.1	Permanent repair related moves will be approved ONLY on the very rare occasions when the extent of the works required mean the property cannot be made fit for habitation through repairs. This will be confirmed by a surveyor in the Council's Repairs and Maintenance team. The tenant will be advised that they will be required to move on a permanent basis and will be made a permanent offer in accordance with the Allocation Scheme.
9. Temporary Repair-Related moves	
9.1	Temporary Repair-related moves will be approved where: • A temporary move is essential to complete the work as the property has been deemed uninhabitable whilst the works take place. • The works do not necessarily make temporary housing essential, but due to the specific circumstances or additional needs of the household in question, it would be unreasonable to expect them to remain in occupation while works are underway AND • Where the household has no other realistic place to stay - for example with family and friends - while the work is underway AND • Where the works will make the home habitable, making it possible for the household to return home.
9.2	Temporary accommodation may include: • Hotels, short-let rooms in the private sector etc • Council properties, let to the household in question under a licence agreement

9.3	The Council will consider any medical or mobility needs of the household when making offers of temporary accommodation. If the tenant, or a member of the household, has a disability that requires adaptations in their current property, similar adaptations may be required in their temporary accommodation. While the Council does not have a legal obligation to provide an identical property, it aims to provide accommodation that is suitable for the household's essential needs. Due to high demand and limited availability of temporary housing, the tenant will usually be offered accommodation that is one bedroom less than their assessed long-term room need. Furthermore, the property may not be in the same location or on the same floor level as their substantive home, and could be located out of the borough of Hackney.
9.3.1	When applying the 'one bedroom less' rule, the following will be considered: • Impact on Livelihood: Where a resident operates an established home-based business, the Council will consider the specific spatial and amenity requirements necessary for the resident to maintain their livelihood. The Council will make reasonable endeavours to provide accommodation that does not result in the cessation of a resident's employment or business. • Public Sector Equality Duty (PSED): Officers will carry out an assessment where a smaller property or a change in location/floor level would have a disproportionate impact on residents with protected characteristics, including those with significant disabilities or complex mental health needs. • Duration of Stay: Offers resulting in under-occupation or overcrowding will be treated as short-term emergency measures. If the repair works are expected to exceed 12 weeks, a formal Suitability Review will be triggered to ensure the placement remains appropriate for the household's welfare.
9.3.2	Temporary Accommodation could be located out of the borough of Hackney. The Council will prioritise in-borough placements wherever possible. An out-of-borough offer will only be made if no suitable in-borough accommodation is available and after a Suitability Assessment has been conducted.
9.4	Where the expected duration of stay in temporary accommodation is estimated to be days or weeks rather than months, or where accommodation is needed in an emergency, other forms of temporary accommodation may be offered, such as hotels.

9.5	Tenants approved for a temporary repair-related move will be expected to continue to pay their rent and service charges at their main home while works are underway and they are living outside the home. Where the placement is for a short period (days to a few weeks) and is to a hotel or nightly booked accommodation such as an Air B&B, they should continue to pay Council Tax and other home related bills at their main home. If and when the household is moved to longer term temporary accommodation, they will then be asked to pay Council Tax at the temporary accommodation and the Council will cover the costs of the Council Tax at their main home. If the Council Tax charge is higher at the temporary accommodation than at the main home, the Council will cover the difference at the temporary accommodation as well as the charge for the main home.
10. Support for Tenants	
10.1	All tenants approved for a Repair-Related move will receive appropriate support for the duration of the process. • Their primary points of contact through the process will be their Tenancy Officer, Area Surveying Manager and Project Manager. • Updates on progress towards completion of works and other property / repair-related elements will be provided by the Area Surveying Manager or the assigned Project Manager.
11. Compensation / Financial Support	
11.1	Home Loss Payment • Temporary moves are not entitled to Home Loss payments. • Eligibility: Home Loss Payments are statutory compensations made to tenants who are permanently displaced from their homes due to redevelopment, demolition, or other major works. To qualify, tenants must have occupied the property as their main residence for at least one year. • Payment Amount: The amount of the Home Loss Payment is set by national legislation (Section 30 of the Land Compensation Act 1973) and is subject to periodic updates. Tenants will be informed of the current payment rates at the time of their move. • How to Apply: The Tenancy Officer will guide eligible tenants through the application process for Home Loss Payments, ensuring that all required documentation is submitted promptly.
11.2	Disturbance Payment • Disturbance Payments are intended to cover reasonable expenses incurred by tenants as a direct result of being moved, whether

	temporarily or permanently. This includes costs such as removals, storage, redirection of mail, disconnection and reconnection of domestic appliances, telephone lines, and other associated expenses. The temporary property provided will be habitable in terms of fixtures. • The Council will not arrange for the connection and supply of media and digital services e.g. (internet broadband, satellite or cable tv), for the property the tenant has been moved to. This is the responsibility of the tenant should they require such services. • All tenants who are required to move are eligible for Disturbance Payments. The level of compensation will be assessed based on actual costs incurred and may include additional support for vulnerable residents with specific needs. • Residents who are at risk of, or are experiencing financial hardship as a result of a temporary move should discuss their needs with their Tenancy Officer, who will provide advice and support on a case by case basis.
11.3	Sustenance Payment • Can be paid when tenants and/or their families are placed into a hotel or alternative temporary accommodation without cooking and laundry facilities. The agreed daily level is £20 per adult (16+), £10 for a child (1-15) and £5 for those under the age of 1. • These amounts are considered reasonable in covering costs of meals, laundry and any other incidental costs. • Sustenance payments will also be paid where tenants and their family make their own arrangements, i.e. staying with family and or friends.
12. Return to Original Tenancy	
12.1	The council will provide tenants with regular updates on the expected completion date of the works. Tenants will be notified well in advance of when the property will be ready for reoccupation, and reasonable time will be given for them to prepare to move back. Following completion of works residents will be invited to a pre-occupation inspection with a Surveyor to confirm the works have been completed to the required standard. Once a certificate of completion has been provided to the tenant, they will be asked to return to their original home within five working-days.

12.1.1	If the tenant does not return within the agreed timeframe, the Council will engage with the resident to identify any barriers to the move. For households with additional needs, disabilities, or school-aged children, the Tenancy Officer may exercise discretion to extend the return period to 10 working days to ensure a safe and managed transition back to the permanent home. Legal action will be commenced if the tenant has failed to return their original property.
12.2	Permanent moves are only offered to households who cannot return to their original home because the property cannot be made habitable through renovations and repairs. Hence, such households do not have a right to return to the home. This process is concluded when the affected household accepts and moves to their new home.
12.3	Tenants must look after the temporary accommodation appropriately, must not cause any damage while there and must ensure that they remove all their belongings when they leave. The council will inspect the temporary accommodation at the start and end of the stay. The tenant may be charged for any repairs required due to their actions / behaviour, or clearances / disposal of items left behind by the vacating tenant.
13. Appeals and Complaints	
13.1	Tenants who are dissatisfied with decisions related to accommodation or compensation may appeal in writing within 14 days of the decision. Appeals will be reviewed by a senior officer who was not involved in the original decision. The Council has 56 days in which to complete their review.
13.2	Complaints can be submitted via Hackney Council's online portal, by phone, or in writing. Tenants will receive acknowledgment within 5 working days and a full response within 10 days.
14. Accessibility Statement	
14.1	Our aim is to make our services easy to use and accessible for everyone. We will take steps to make any reasonable adjustments needed for you to contact us, access our policies, or any requests to provide responses in other formats. Depending on the individual's needs, these might include: • Using larger print, or a specific colour contrast • Giving more time than usual to provide information or comments on a complaint

- Using the telephone rather than written communication
- Communicating with a person through their representative or advocate
- Arranging a single point of contact
- Having an 'easy read' version of the document

If you would like to contact us about reasonable adjustments or alternative formats, please email: neighbourhood@hackney.gov.uk or call us on: 020 8356 3330. If you prefer to write to us, send your letter to:

Housing Services
Hackney Service Centre
1 Hillman Street
E8 1DY

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15. Appendix 1: Person - Property Risk Assessment Matrix and Definitions Table

Risk Matrix:

PROPERTY-RELATED RISKS	Emergency - 4 Imminent and significant risk of harm to health or safety of resident. Work must commence immediately or within 24hrs to make property safe, or address risk of further damage / costs escalating.	MEDIUM 5	HIGH 6	CRITICAL 7	CRITICAL 8
	Urgent - 3 Works must commence within 1 week - 1 month to prevent further damage / costs escalating. Significant risk to health and safety if works not completed or resident offered a move in this time period	MEDIUM 4	MEDIUM 5	HIGH 6	CRITICAL 7
	Medium - 2 Works must commence within 1 month - 6 months to prevent further damage / costs escalating. Risks to health and safety are manageable at present, but may escalate if the tenant is not decanted within this time period	LOW 3	MEDIUM 4	MEDIUM 5	HIGH 6
	Non-urgent - 1 Works can take place any time and are not urgent. There is limited to no risk of significant health, safety or harm should the works not take place	Low - 2	LOW 3	MEDIUM 4	MEDIUM 5
		Low - 1 No one in the home has additional needs which are affected by the repair issues	Medium - 2 Household contains over 60s or under 18s, some degree of overcrowding, someone has a medical condition - including depression or anxiety - which is affected by the living conditions	High - 3 Household contains: over 70s or under 10s including a person with a serious medical condition which is severely impacted by the repair issues.	Significant - 4 Household contains: frail elderly, terminal or life limiting condition, severely disabled person (inc severe mental ill health) severe overcrowding etc and repair issues are severely impacting wellbeing. Delayed Discharge
PERSON-RELATED RISKS					

Definitions Table:

Priority	Property Related Risk Examples of Repairs
Emergency	Awaab's Law / HHSRS Category 1 Hazard, such as severe damp and mould, structural collapse; fire, gas, electrical safety failures, total loss of heating/water. If emergency hazard safety work cannot be completed within 24 hours, suitable alternative accommodation must be secured until the property is safe.
Urgent	Significant harm hazard under Awaab's Law, such as partial loss of essential services; Damp and mould affecting health of residents; Penetrating damp affecting electrics. If required safety work cannot be completed within 5 working days suitable alternative accommodation must be secured until the property is safe.

Medium	Non-emergency / urgent repairs that might affect health and well-being over time, such as heating / insulation issues not falling within HHSRS Categories 1 or 2.
Non-Urgent	Aesthetic repairs; Minor leaks not affecting structural integrity or health, such as easing and adjusting doors; Replacing tap washers.

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