

Tenant Decant Operations Playbook

Complete Guide to Managing Large-Scale
Tenant Relocations During Building Works

JIGSAW CONFERENCES LTD

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What is Tenant Decant?

Tenant decant is the process of temporarily relocating residents from their homes while essential building works are carried out. This may include:

- Fire safety remediation (cladding removal)
- Major structural repairs
- Refurbishment programmes
- Building safety improvements

Effective decant management requires careful planning, clear communication, and ongoing resident support throughout the process.

Decant Planning Phase

Initial Assessment

- Number of households requiring decant
- Estimated duration of works
- Household composition and needs
- Accessibility requirements
- Pet owners
- Children in schools
- Elderly or vulnerable residents

Match accommodation to resident needs:

- Bedroom numbers
- Accessibility features
- Location preferences
- Proximity to work/school
- Medical needs (ground floor, etc.)

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Resident Communication

Communication Plan

- Initial notification letter (8-12 weeks before)
- Individual consultations
- Regular updates throughout
- Single point of contact for queries
- Multi-language support where needed
- Accessible formats available

Key

Residents need to understand:

- Why the decant is necessary
- How long it will last
- What accommodation will be provided
- What support is available
- Their rights and responsibilities
- Timeline and next steps

Resident Welfare Support

Support Services

- Dedicated welfare officer
- Moving assistance (packing, transport)
- Utility and mail redirection help
- School liaison for families
- Healthcare continuity support
- Regular welfare checks

Enhanced support for:

- Elderly residents
- Those with disabilities
- Mental health needs
- Families with young children
- Residents with limited English

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Governance and Reporting

Reporting Framework

- Weekly placement status reports
- Cost tracking and forecasting
- Resident welfare summaries
- Issue and complaint logs
- Board-level governance reports

Key

Track and report:

- Residents housed vs planned
- Average placement time
- Cost per placement
- Resident satisfaction scores
- Issues and resolutions

Partner with Jigsaw Conferences

Jigsaw Conferences has extensive experience managing large-scale tenant decant programmes for housing associations.

Our service includes:

- UK-wide property sourcing
- Resident-matched accommodation
- Dedicated account management
- Full welfare support coordination
- Governance-ready reporting

Case Study: We successfully managed the decant of 200+ households during a major cladding remediation programme, achieving 98% resident satisfaction.

Contact us:

Phone: 0800 121 4470

Email: decant@jigsawconferences.co.uk

Web: www.jigsawconferences.co.uk/tenant-decant