

Decant information

There are several reasons we might need to ask a customer to move out of their home, either on a temporary basis or permanently. This is known as a 'decant'.

Customers will usually either be moved into an empty home, hotel or other short-term accommodation.

Between 3 September 2025 and 2 September 2026, there were 74 decant cases. Of these:

- 71 were temporary decants
- 3 resulted in a permanent or managed move

This means that 96% of all decants were temporary.

For more information about decants, why they might be offered and what our customers can expect, you can find the relevant policy on our website.