

# Operational Procedure 21

## Decant / Hand Back Procedure

Responsible Officer	Service Manager – Housing and Property						
Issue No.	<b>1</b>	Revision No.	<b>4</b>	Revision Date:	<b>27/1/2009</b>	Doc Ref:	<b>OP21 v1.4</b>

## Amendment and Authorisation Record

### Decant / Hand Back Procedure

<b>Date</b>	<b>Author</b>	<b>Paragraph ref:</b>	<b>Nature of change</b>	<b>Authorised by</b>
20/10/03	-	n/a	First dated Revision.	-
06/04/06	DLT	n/a	Revision 1.2 - OP2 Documentation standards upgrade.	DLT
06/02/07	VS	N/a	Revision 1.3 Documentation revised re CAF	VS
27/01/09	MH		Update responsible officer job title	AJ

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<b>Time Before Date of Hand Back to Tenant</b>	<b>Action</b>	<b>Responsibility</b>
<b>3 weeks</b>	Site meeting to be held to confirm anticipated hand back date to Housing Services	Project Officer
<b>3 weeks</b>	Housing Officer to contact tenant by phone to advise of anticipated hand back day, and to confirm a suitable move back day Provisional bookings for carpets, removal van, services and DLO to be arranged for move back day	Housing Officer
<b>2 weeks</b>	Contractor notifies Housing Service that property will be handed back two weeks hence. Advised by mail/e-mail/fax. Addressed to Architect, Housing Officer, Clerk or Works and Project Officer.	Main Contractor – must be sure that the date is achievable.
	Microsoft Outlook set with move back day for tenant on site (Copied to Project Team).	Project Officer
<b>2 weeks</b>	Housing Officer to arrange a home visit to the tenant(s) moving back to plan and agree the move back process and day Carpet fitting, removal van, services and DLO to be booked for move back Process and dates to be confirmed in writing to the tenant	Housing Officer
<b>1 week</b>	Clerk of Works/SHEAP Technician to visit site to check property will be ready. Test certificates available for signature and commissioning completed (Plumbing and Electrical).	Clerk of Works / SHEAP Technician

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<b>3 working days</b>	Clerk of Works, Housing Officer and Contractor to visit property to check suitability for hand back and to confirm all tenant's extras work completed. List of any works to be completed after move back to be provided to the tenant in writing	Main Contractor / Project Officer
<b>Day of hand back</b>	Clerk of Works, Housing Officer and Tenant to visit property and advise of any outstanding works, and to note any other issues raised by tenant	Clerk of Works, Housing Officer

**Note: The Project Officer will decide if the hand back is to proceed.**