

Operational Procedure 21

Decant / Hand Back Procedure

Responsible Officer	Service Manager – Housing and Property						
Issue No.	1	Revision No.	5	Revision Date:	12/7/11	Doc Ref:	OP21 v1.5

Amendment and Authorisation Record

Decant / Hand Back Procedure

Date	Author	Paragraph ref:	Nature of change	Authorised by
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
12/07/11	VS		Documentation revised re CAF	

Shetland Islands Council – Housing Service
Operational Procedure (OP) 21 Decant / Hand Back Procedure

Time Before Original Date of Hand Back to Tenant	Responsibility	Action
Pre-decant	Housing Officer	Advise tenant in writing of project timetable, anticipated hand back date and move back process. Ensure tenant has a copy of the decant / move back pack, and has been advised of the timescales detailed below.
8 weeks	Housing Officer	Contact tenant by phone to update on progress of works, and advise of any change to anticipated hand back date.
4 weeks	Housing Officer	Contact tenant by phone to update on progress of works, and advise of any change to anticipated hand back date.
3 weeks	Lead Project Officer	Project Officer to arrange a site meeting to confirm anticipated hand back date to Housing Services. The Housing Officer and any other relevant project team members must be invited to attend. The Clerk of Works and Housing Officer must consider the date to be realistic and achievable by the contractor. Minutes of the meeting to be filed in the project file.
3 weeks	Housing Officer	After the site meeting, the Housing Officer should contact all tenants 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 agreed move back day. Standard forms should be filed in the house files.
2 weeks	Project Officer Main Contractor	Contractor notifies Housing Service in writing that property will be handed back two weeks hence. Advised by mail/e-mail/fax. Addressed to Project Officer. If the Contractor does not send notification, the Project Officer must contact to request. Notification to be filed in project file.

Shetland Islands Council – Housing Service
Operational Procedure (OP) 21 Decant / Hand Back Procedure

		Once this date has been agreed it cannot be changed, unless in very exceptional circumstances out with the control of the contractor. The Project Officer must ensure this is made clear to the contractor and is accepted and understood to be the case.
	Project Officer	Ensures the project team is advised that confirmation of hand back date has been received, the date of hand back and that this date is realistic and achievable by the contractor.
2 weeks	Housing Officer	Housing Officer to arrange a home visit to the tenant(s) moving back to plan and agree the move back process and day. Date of home visit to be noted in the house file. Carpet fitting, removal van, services and DLO to be booked for move back. Standard forms to be completed and filed in house file. Process and dates to be confirmed in writing to the tenant. Copy of letter to be filed in house file.
1 week	Clerk of Works / SHEAP Technician	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). Copies to be held in house file for tenant on move back.
3 working days	Main Contractor / Project Officer	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 by the Housing Officer. Copy to be held in house file and by the Project Officer.
Day of hand back	Clerk of Works, Housing Officer	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. Copy of notes from visit to be held in house file.

Note: The Project Officer will decide if the hand back is to proceed, and will maintain a central project file.