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<b>Policy:</b>	Home Loss & Disturbance Payment Policy
<b>Legal Requirements:</b>	There are no legal requirements applicable to this policy.
<b>Regulatory Standards:</b>	<p>The Scottish Housing Regulator has set out Regulatory Standards for all Registered Social Landlords (RSLs) to ensure that RSLs deliver good outcomes and services for its tenants and service users through good governance and financial management. This policy evidences that the following Regulatory Standards are being met:</p> <p>Standard 1 - The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users; Standard 2 - The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities; Standard 4 - The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose; Standard 5 - The RSL conducts its affairs with honesty and integrity.</p>
<b>Notifiable Events Guidance:</b>	In compiling this policy, consideration has been given to the Notifiable Events Guidance issued by the Scottish Housing Regulator and the impact of that guidance on the policy.
<b>Equality and Diversity:</b>	The Association is committed to Equal Opportunities and will endeavour to ensure that all services are carried out in an undiscriminating manner in line with the Association's Equality and Diversity Policy. In particular, the Association will not discriminate on the grounds of age, disability, marriage and civil partnership, pregnancy and maternity, race, religion or belief, gender, gender reassignment or sexual orientation.
<b>Human Rights:</b>	In compiling this policy, consideration has been given to "The Right to Adequate Housing" (Fact Sheet No. 21/Rev.1) published by the Office of the United Nations High Commissioner for Human Rights and the impact of that guidance on the policy. In particular, the Association is satisfied that this policy promotes the key aspects of the right to adequate housing – that it contains freedoms; entitlements; provides more than four walls and a roof; and protects against forced evictions.
<b>Complaints:</b>	Although the Association is committed to providing high levels of service, we accept that there may be occasions where customers may not be satisfied with the service they have received. The Association values all complaints and uses this information to improve the services that it provides. The Association's Complaints Policy describes our complaints handling procedure and how to make a complaint.
<b>General Data Protection Regulation (GDPR):</b>	The Association will treat all customers' personal data in line with its obligations under the current data protection regulations and our Privacy Policy. Information regarding how data will be used and the basis for processing data is provided in the Association's Fair Processing Notice.
<b>Policy Author:</b>	Christopher J Forrest
<b>Policy Review:</b>	In order to ensure that any change in circumstances is accommodated this policy will be subject to review every three years in the month of May.
<b>Policy Approval:</b>	This policy was last reviewed / approved by the Management Committee of Yoker Housing Association Limited at its meeting held on Thursday the 25th of September 2025.



## POLICY STATEMENT

**Statement of Policy Aims/Principles**

Yoker Housing Association (the Association) may make payments to residents in certain circumstances arising from major development works.

The Land Compensation (Scotland) Act 1973 and subsequent amendment(s) sets out the criteria and procedures for making home loss and disturbance payments to tenants and owners. Registered Social Landlords are obliged to meet all valid claims for payment from tenants or owners moved from their homes on or after 16 November 1990.

Home Loss payments are intended to compensate for the upheaval and personal upset involved in an involuntary move. Disturbance payments are intended to compensate a claimant for reasonable expenses and losses incurred as a direct result of an involuntary move. A disturbance payment is a form of compensation quite separate from, and may be payable in addition to, a home loss payment.

The purpose of this policy is to ensure that the Association meets its legal obligations in the assessment and payment of home loss and disturbance payments. We aim to ensure that the calculation of amounts due (where these are not determined by statute) are based on a fair assessment of the loss or costs incurred.

**Policy Details**

The Association's Development Section will assess the validity of claims for home loss and disturbance in accordance with the legislation and will ensure that the claimant meets the criteria set out therein in order to qualify for such payments. Where there is doubt as to the eligibility of a claim, then the case should be referred to the Association's solicitor.

Home Loss Payments

The criteria for being eligible for a home loss payment and the amount of that payment is set out in the legislation and this will be applied when applications are being considered.

The legislation requires that no home loss payment or discretionary payment shall be made except on a claim in writing made by the person entitled thereto ("the claimant") giving such particulars as the authority responsible for making the payment may reasonably require for the purpose of determining whether the payment should be made and, if so, its amount.

Where it is deemed that a person is entitled to a home loss payment, the payment shall be made on or before the latest of the following dates:

- a) The date of displacement;
- b) The last day of the period of three months beginning with the making of the claim; and
- c) Where the payment is being made to an owner-occupier, the day on which the market value of the interest in question is agreed or finally determined

Claims in Writing

In order to assist claimants, the Association will issue a form to be completed by the applicant. The pro-forma is appended to this policy.

Disturbance Payments

The criteria for being eligible for a disturbance payment is set out in the legislation and this will be applied when applications are being considered.

In accordance with the legislation, disturbance payments shall be equal to the reasonable expenses of the person entitled to the payment in removing from the land from which he is displaced and will include such examples as

- Disconnection and reconnection of appliances and services (cooker/phone)
- Moving furniture and fittings
- Mail redirection
- Refitting of carpets



## APPENDIX 1: HOME LOSS PAYMENT

## APPLICATION FOR PAYMENT

Name:	
Flat Position:	
Address:	
District:	
Post Code:	
Telephone Number:	
Email Address:	

PLEASE ANSWER THE FOLLOWING QUESTIONS AS FULLY AS YOU CAN (if you need help completing this form, please do not hesitate to contact a member of the Housing Association staff)

How long have you lived at your current address?	
Have you been asked to move from your property?	
Is this move a temporary or permanent move?	
Please state the reason why you have been asked to move (for example, to accommodate housing development works)	

IF YOU ARE MAKING YOUR APPLICATION RETROSPECTIVELY, PLEASE COMPLETE THE FOLLOWING QUESTIONS:

What address did you live at?	
When did your tenancy start?	
When did your tenancy end?	
What was the reason for the move?	

Your Signature: \_\_\_\_\_

Date : \_\_\_\_\_