



CASE STUDY

Housing Association Decant Process - A Smooth Transition

Implementing a managed decant strategy can be a complex & sensitive process. DEX guardians helped this G15 Housing Associations smoothly manage their decant project in an efficient, timely & fair manner.

THE BACKGROUND

Our client, a G15 housing association, came to us in 2016 with a large housing block, comprising of 18, 1-3 bedroom flats in a prominent South London location.

The property was due to go through a decant process as plans had been put forward for new use of the site. Property guardians were the chosen method to secure the building, as they could back fill the property throughout the decant process & give the housing association more flexibility in providing notice for vacant possession.

Property guardians were able to provide round the clock security at zero cost to the housing association. By living in the property guardians would secure the property against squatters & antisocial behaviour, giving peace of mind to the remaining tenants in return for flexible, central & affordable housing.

"We are happy to recommend DEX Property Management as a highly reputable company. For more than 5 years they have provided excellent guardianship service to our properties & have always been efficient & responsive in communication"

**Strategic Assets & Partnerships Project Coordinator,
G15 Housing Association**



THE SOLUTION



GETTING THE PROPERTIES READY

Following an inspection, by a DEX Account Manager, it was established that the properties themselves required minimal work, as the facilities were already in situ. DEX did, however, ensure that the property was meeting its health & safety requirements & ensured that the necessary certification was in place.

Given the scale of works were minimal, DEX had the gas engineer certify the gas certificate within the day & had guardians ready to move in within 24 hours.

GUARDIAN PROTECTION

Guardians were able to move in as tenants were rehoused. Although the property is now fully decanted it remains under DEX's management, as the process of selling the building is being finalised.

The property is currently in the final stages of being sold & DEX have been facilitating the transfer of the property throughout this process, enabling a more efficient selling process.

In addition, DEX have been able to offer a transferring service to the property's future owners, ensuring the property remains protected until its new use is complete. As all guardians sign a licence to occupy, they hold no tenancy rights & the property will remain on a monthly rolling contract until the new client is ready to redevelop the site.

THE OUTCOME

Once taking over the property DEX were able to reach 100% occupancy within 1 day. Throughout the selling process, DEX have been able to provide constant access to the property, which has helped facilitate a faster sale of the site.

Property guardians have ensured the property has remained in meaningful use & that the site is secure & well maintained. The property will remain protected by DEX guardians until the new owners are ready to redevelop through DEX's transferring service. DEX will then hand the property back, fully vacant, within 28 days.

All of this was achieved at zero cost to the Housing Association. Compared to traditional security costs it is estimated that the Housing Association could have made savings in excess of £120,000 pa.



WHY DEX

Since its formation over 12 years ago, DEX Property Management has been at the forefront of the empty property management industry, building a rich history in helping commercial entities & other property owners including; councils, dioceses, housing associations & NHS trusts make use of vacant properties.

DEX is now the trusted property guardian provider for over 50% of the G15 housing associations & 1 in 3 London councils.

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