

There is a formula for working out compensation due. Ask us to explain it when you apply for permission for a qualifying improvement.

Qualifying improvements	Life in Years
1. Bath or shower	12
2. Cavity wall insulation	20
3. Sound insulation	20
4. Double glazing or other external window replacement or Secondary glazing	20 8
5. Draught proofing of external doors or windows	10
6. Insulation of pipes, water tank or cylinder	7
7. Installation of mechanical ventilation in bathrooms and kitchens	10
8. Kitchen sink	20
9. Loft insulation	20
10. Rewiring and the provision of power and lighting or other Electrical fixtures including smoke detectors	15 12
11. Security measures other than burglar alarm systems	10
12. Space or water heating	7
13. Storage cupboards in bathroom or kitchen	12
14. Thermostatic radiator valves	12
15. Wash hand basin	10
16. Toilet or cistern	10
17. Work surfaces for food preparation	15

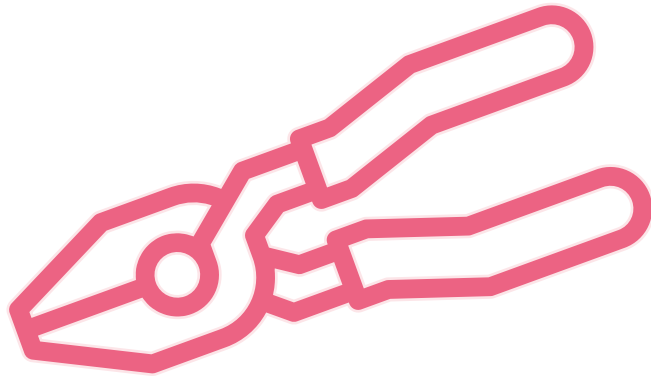
We will not maintain any alterations you have made to your home - these are your responsibility. We will not maintain it during the tenancy of anyone you exchange homes with.

Adaptations to your home

If you need your home to be adapted because of your health, age or a disability, we can carry out this work if funding is available to do so. We will need to get a letter from an Occupational Therapist telling us what needs to be done. Examples of the type of work that we can do to help you manage in your home include:

- Fitting handrails at steps or stairs
- Changing the position or type of power points and taps
- Replacing a bath and fitting a shower
- Fitting aids for people with poor eyesight or hearing, for example visual doorbells or smoke detectors

This work will be carried out at no cost to you. Usually, the alteration will not affect your rent.  
The Occupational Therapy Service can be contacted through the Social Work Department of your local Council.



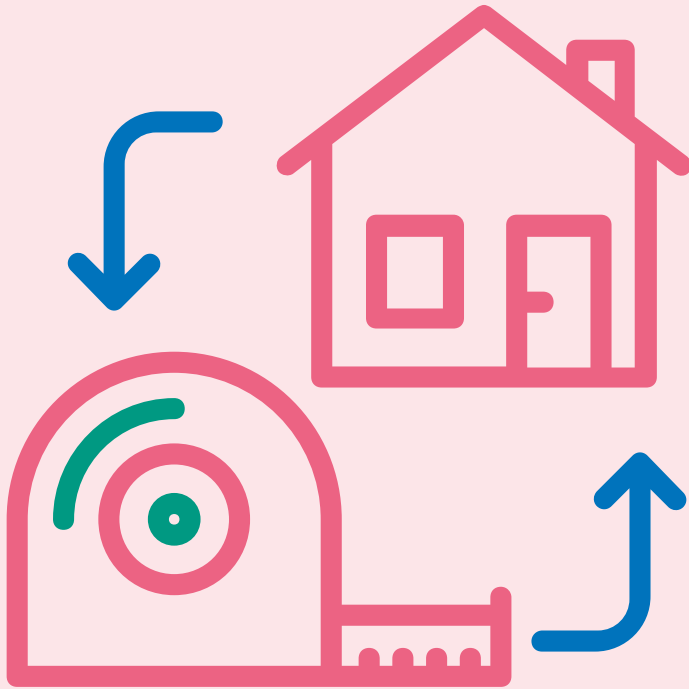
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Alterations & Improvements



## Alterations & Improvements

You do not need our permission to decorate your home - but you must not use “Artex” or textured paint and you must not decorate external doors or your windows.

You must get our permission if you want to:

- Alter, improve or enlarge your house, add to its fittings or features
- Put up a garage or shed, fencing or other structure in the garden or land around your home
- Decorate the outside of your house
- Form a driveway or make an off street kerb parking area. You must get consent from the council to lower the kerb
- Make any changes or alterations to the electrical system in your home by adding sockets, changing light switches or light fittings\*
- Carry out any work to the structure by altering walls, doorways or windows

You must get our permission if you want to add new fittings or fixtures - for example

- Changing or replacing the kitchen or bathroom or shower installations
- Replace skirtings or door facings
- Laying laminated flooring (Not permitted in upper flats) - you must follow the manufacturer’s directions about underlay and soundproofing
- Changing the internal or the external doors
- Altering or changing the central heating system
- Adding double glazing
- Put up a satellite dish
- Tiling walls or splash back areas
- Install a gas cooker, hob or fire
- **\*Regulations apply to electrical work in your home - work may have to be done or checked by a qualified electrician. Contact us for advice before you start work!**

You need to ask for our permission, and you must not start the work until you have got our permission in writing. You may also need to get planning permission or a Building Warrant from the Council. It is your responsibility to check if you need this and get it if you do. You must pay any fee that they ask for, and comply in full with any conditions. You must tell us when the job is completed.

You must get our permission before starting any alterations to your home. If you do work without our permission, we will tell you to re-instate it. If you do not, we may remove the alteration and charge you our costs.

## Applying For Permission

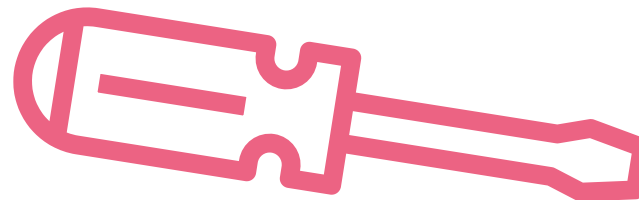
If you are registered on our tenant portal My Home you can complete the form online and email it directly to us. Alternatively we can provide you with an application form to send via post.

Use the form to put your request in writing. Tell us what you plan to do and how you plan to do it. We will reply within one month of receiving your request for permission. You should tell us if you need Planning Permission or a Building Warrant. If you have got these, send a copy of it.

## What Happens Next?

Our Property Services Officer will consider your request. He or she may visit your home to discuss your plans.

You will then be sent a written response to your request. We may give permission, give permission with conditions, or refuse permission. If we give permission with conditions or refuse, we will let you know why. You can use the Complaints Procedure if you are unhappy with our decision.



## How quickly we will answer your request?

By law, we must reply within one month. If we fail to give a reply within this time you can assume we have given our consent. We may take longer to reach a decision. We will keep you informed of progress.

Once you have completed the work you must notify the Association in writing that it is completed. The Association will then inspect the work. If we are not satisfied, we will ask you to improve it.



## Compensation for Improvements

You may get compensation if you carry out major improvements to your home. We will pay you compensation at the end of your tenancy if:

- You get our permission in advance and carry out the work to our satisfaction
- You move out of the house and end your tenancy properly
- The improvement has not come to the end of its “economic life” (this may be shorter than the actual life of the improvement)
- You will have complied with all the conditions set out in the letter of permission and submitted the appropriate receipts and work alteration certificates.

We can deduct any money you owe us - for example, rent arrears, from compensation

If you die, we may pay compensation to your family, if they do not inherit the tenancy.

If the amount due to you is less than £100, we will not pay compensation.