

This leaflet explains what to do if you want to improve your home. It also tells you about getting adaptations fitted if you or a member of your family is disabled.

We will carry out stock reinvestment replacements on a planned basis. For example, boilers, kitchens and bathrooms when they have reached the component expected lifecycle. (see leaflet: *Repairs and maintenance*).

What can I do?

You have the right to improve your home as long as you get our permission, in writing, first. You will have to pay for any improvements you make. Common improvements include:

- adding to or altering fixtures and fittings, for example kitchens, showers, bathroom sanitaryware and taps;
- putting up a TV aerial or satellite dish;
- building patios, steps, ramps, sheds and other garden structures;
- building hard standings for vehicles.

Getting permission

If you are thinking of carrying out any work to your home or garden (apart from redecoration), talk it over with your housing officer. We will not refuse permission unreasonably. We consider each application on its merits and may make certain conditions, for example that you carry out the work to a proper standard. We will not give our permission if the alteration would make your home less safe, reduce its value, reduce the bedroom sizes or cause damage. If we refuse permission we will tell you why.

Laminate flooring

If your property is in a block of flats we will not give permission for laminate flooring as it results in noise nuisance to neighbouring properties. If we carry out any maintenance in the future, we may have to lift all or part of a laminate floor. If we need to lift the flooring we will not take responsibility for relaying it.

Sheds, conservatories and outbuildings

Before erecting a large shed, conservatory or outbuilding in your garden you must ask permission from the association. You may be asked to remove any construction if we have not given permission.

Future maintenance

Any alterations carried out will be the responsibility of the resident. You will be responsible for any cost arising either directly or indirectly as a result of the works being carried out.

Costs

You must pay for any improvements you make.

Planning and building regulations approval

Before starting work, ask your local council if you need building regulations approval or planning permission and what the fees are. It is your responsibility to get and pay for any necessary permission.

Ongoing Maintenance

In most cases it is up to you to keep your new installation in good repair. We may charge you for any extra maintenance we have to do or any additional access equipment we may need to enable us to undertake cyclical redecorations or gutter clearance.

We will not increase your rent to reflect any increase in value to the property as a result of the improvements you make.

Reimbursements

You may have the right to compensation for certain improvements if you have had our written permission to make them. See our compensation policy for full details.

If you move out, you must put the property back to its original condition.

Unfortunately we cannot pay compensation for improvements you have made. You must leave the property clean, tidy and free of damage and remove all rubbish and carpets.

Adaptations for people with a disability

If you, or a member of your family, have a disability, the association will undertake minor adaptations without delay to your home to make daily life easier. This may include grab rails over the bath or a step to help you access your front door easier. For larger adaptations such as a wet room or wheelchair access you will need a request from an occupational therapist or similar health care provider.

We can advise you about applying for a grant from the local council for a range of improvements, including:

- a shower – if you find it awkward using the bath;
- ramps and wider doorways for wheelchair access;

The local authority may employ a specialist who can advise you and us on the best way to meet your needs.

We are committed to equal opportunities in the way we provide employment and services.

Hard to read?

If you would like this document in another format, such as large print or a coloured background, or if you would like this or any of our leaflets translated into another language, please contact our office:

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