

Improvements to your home



Our Improvement Programme

We have an annual plan for major repairs or improvements to our properties. We will consult with you, well ahead of time, about any work we expect to do in your home for example double-glazing, new kitchens or bathrooms or a new heating system.

Improvements you can make

You may carry out your own improvements but you must discuss your plans with us first. You should then write to us giving full details of what you plan to do. This includes laying floor tiles, wood or laminate flooring, or glued carpets. We will write back to you with an answer within four weeks. If we do not reply within that time, you can go ahead as if we had given permission. We have the right to insist that work is done correctly, and to inspect it at certain stages.

Compensation for Improvements

At the end of your tenancy, you may get compensation for certain improvements you have done. See our "Tenants' Rights" leaflet. We can give a list of what kinds of improvements these are. Compensation can only be paid when you leave your home. The amount paid will be based on the original cost of the improvement and how long it has been in use.

No compensation will be paid if:

- you did not get our written permission to do the work
- we have had to evict you because you broke your tenancy conditions
- the compensation to be paid is less than £100
- the improvement was done before 1st April 1994

Planning Permission

You should check with the Council's Planning Services whether you also need to get official Planning Permission and building regulations approval. You are responsible for applying for these.

FREQUENTLY ASKED QUESTIONS

Can I carry out improvements myself?

You can carry out alterations or improvements to your home provided you have our permission. This covers any changes you want to make to the inside of your home, decorating the outside, or putting up any structures outside. You need to give us full details of the work and who will carry it out. You may also need official Planning Permission and to comply with relevant building regulations. If you remove fixtures or fittings or carry out alterations without permission we may ask you to put back or restore them to the original condition. If we have to do this after you have left we will charge you for the cost.

Can I be compensated for improvements I have made?

You may get compensation for certain types of improvement. It will only be agreed and paid when you end your tenancy. We can provide you with a list of improvements that qualify for compensation. See Compensation for Improvements.

What help is there if I become disabled?

We may be able to carry out certain adaptations to help you in your home, eg handrails or bathroom adaptations.

What improvements do Thenue have planned?

We put together a programme of improvements to our properties and surrounding areas once a year. We will put the most urgent problems first and the amount we can do depends on what money or grants we can get.

Who should I contact for more information?

If you would like more information, please contact a member of our Technical Team on 0141 550 7220.

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We are committed to ensuring access to information for everyone. If you need this information translated in another language, Braille, audio or large print version, please tell us.

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