

Alterations & Improvements made by tenants

what are your rights?



Introduction

At Thenue we recognise that from time to time tenants may wish to carry out alterations or improvements to their home to suit their own needs. This leaflet is aimed at clarifying your rights.

What rights do I have to alter my home?

As a tenant, you have the right to carry out both internal and external alterations and improvements to your home and garden if you have one.

Alterations and improvements are permanent changes to your home.

Examples include:

- changes to kitchen units or layouts
- adding/moving electrical sockets
- replacing internal doors
- replacing internal lights
- replacing parts of bathroom suites
- rewiring or fitting gas fires
- building a fence or wall
- changing your front door

Before beginning work you are required by your tenancy agreement to seek our written consent. Depending also on the type of alteration you may also need a Building Warrant and Planning Permission from the Local Authority.

To obtain our written consent, you should submit details of what you propose to do, to our offices. You can do this either on a form, which you obtain from the office, or simply by letter.

What happens after I submit written details?

We will examine your proposals to make sure they are acceptable and technically feasible. It is best if you supply as much information as possible to begin with.

Depending on the nature of your proposals, our Maintenance Office may contact you to arrange an inspection prior to permission being granted. This is to ensure that what you are proposing is both reasonable and does not endanger your safety,

When will I know the outcome?

We will aim to reply within 28 working days of having received all the necessary information. If we cannot reply within 28 days we will advise you of the delay and the reason for it.

Can you refuse my request?

We do have the right to refuse you permission but such refusal cannot be unreasonable. If we do refuse we will explain why. Any tenant refused permission will have the right to appeal in line with our Complaints Procedure (a leaflet on this is available from the office).

Where we do give consent, we can also attach any reasonable conditions we may consider necessary. Such conditions may relate to standards of workmanship, structural stability etc. but we would also insist that any debris resulting from the alteration be properly disposed of and not dumped on the estates.

When can I start work?

You should only begin work after all necessary consents including our written consent have been given.

What happens next?

Once you have completed the work you should contact our office to advise us. We may then inspect the alteration work to satisfy ourselves it has been properly carried out. If there are any problems with the alteration you will be advised.

Compensation for Improvements

At the end of your tenancy, you may get compensation for certain improvements you have done. Please refer to 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 April 1994

Further Information

If you replace items in your home, for example, you replace your existing kitchen or bath with a new one, you may be liable for repairs to this item in future. We will advise you of this when you ask us for permission to make an alteration or improvement.

If you wish further information on Alterations and Improvements, please contact your Area Services Officer by writing to us or by telephoning 0141 550 3581.

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