



WHITE HORSE HOUSING

How you may make Improvements to your Home



“We promote equality of opportunity in every aspect of our business in line with our objectives.”



MAKING IMPROVEMENTS TO YOUR HOME

Secure or assured tenants of the Association have the right to receive compensation for certain improvements to their homes. The Association encourages such initiatives on the part of tenants. Permission must always be sought before any improvements are carried out—other than internal decoration.

Before making a formal application to the Association, you should consider carefully the type of improvement you want to make. If you need any advice a staff member will be pleased to discuss your proposals with you.

Next, you will need to write a letter requesting permission to carry out the improvement and stating why you want to do the work. They must be a qualifying improvement as stated on the back of this leaflet. The Association will need to see full details, for example planned layout of kitchen units and the details of the contractor carrying out the works.

Planning permission and Building Regulations approval may be needed for some home improvements, e.g. any alteration or addition to the building itself. Check with the Local Authority. If the Association gives you permission you will be responsible for applying for these approvals yourself.

Permission will not unreasonably be withheld. Reasons for refusal may include we consider the alterations would make the property unsafe, reduce its value, reduce parking spaces or affect its size. We will also consider the impact on your neighbours and the environment. You will receive permission in writing, but there may be certain conditions attached. If your request is refused, we will endeavour to give you a full explanation of the reasons for refusal.

In certain circumstances, at the end of your tenancy, you may be entitled to claim compensation for certain types of improvements which you have paid for. However, you must have followed the special procedure detailed below and you may not remove any fixtures and fittings installed as part of the improvements.

Compensation will only be payable if the improvement was registered as qualifying when the written permission to carry out the improvement was granted to you.

- You will need to apply in writing to the Association.
- You must submit three quotes from bona fide contractors, with an explanation of your reasons for choosing the particular contractor.
- Our response and decision are governed by our Policy No.42. A copy of this policy can be requested.
- If your application is successful you will receive written permission, stating this it is a qualifying improvement.
- You will need to understand how any compensation is calculated and the full process of making a claim which can be found in the Policy No. 42.
- There are circumstances where the level of compensation may be reduced. Again please see Policy No. 42. (if you require a copy please call the office).

Compensation is only payable at the end of the tenancy and will not be the full amount which you paid to the contractor, as it will be depreciated over the notional life of the improvement.

Compensation would not be paid if the tenancy is ended through a possession claim and will be offset against any monies owed to the Association.

List of improvements which may qualify for compensation and the notional life of improvement.

Installation of shower	12 years
Installation of additional hand basin	12 years
Installation of additional WC	12 years
Replacement of kitchen units	10 years
Installation of additional space heating	12 years
Installation of additional loft insulation	20 years
Installation of cavity wall insulation	20 years
Draught proofing of external doors or windows	8 years
Double glazing or other external window replacement or secondary glazing	20 years
Rewiring or the provision of power and Lighting or other electrical fittings	15 years
Addition of porch or conservatory	20 years
Formation of parking spaces within the curtilage	20 years

If you have any queries about improvements, please contact the Association for further advice.

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White Horse Housing Association is a Registered Society under the 'Co-operative and Community Benefit Societies Act 2014' (24672R) and is an exempt charity under the Charities Act 2011.
Affiliated to the National Housing Federation

This leaflet is part of the Resident Handbook and can be viewed or downloaded from www.whitehorsehousing.co.uk



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