

Altering and improving your home yourself



Samodzielne wprowadzanie przeróbek i udogodnień w domu

Ja vēlaties pats izmainīt un uzlabot savu mājokli

自己来改变并改善您的房屋状况

ਆਪਣੇ ਘਰ ਵਿਚ ਆਪਣੇ ਆਪ ਤਬਦੀਲੀਆਂ ਕਰਨੀਆਂ ਅਤੇ ਸੁਧਾਰ ਕਰਨੇ

अपने घर में खुद परिवर्तन और सुधार करना

This leaflet is for customers of HomeZone Living, including customers of Bromford Support and those in supported housing.

It explains our policy on altering and improving your home.

As your landlord we are responsible for maintaining the structure of your home. However, you may want to:

- make improvements to your home that we are not responsible for doing
- replace something that we are not due to replace for several years.

This leaflet explains what to do.

Do I need your consent to alter or improve my home?

Yes, you must get our written permission before you start any work. Please complete the 'Request for permission to improve' form at the back of this leaflet. We may want to inspect your home first.

We will write to give you permission to do the work or to give our reasons for refusing permission within 14 days of receiving all the information we need from you. Permission will be valid for six months. If you have not completed the work by then, you will need to apply to us to extend our permission.

You may need other permissions from the local council, such as planning permission or building regulations approval. Also, if the work is to gas, electrical or water services, you will need to follow the relevant rules and provide certificates to show that the work complies with regulations.

When do you refuse permission?

We may refuse to give permission for some improvements if, for example, the improvement would be:

- too costly to maintain
- out of keeping with the rest of the property or surroundings
- likely to make the property difficult to let in the future.

Who will pay for the work?

You must pay all the costs of altering or improving your home.

Who can I ask to do the work?

A competent professional must do all the work. We may inspect the work to ensure they have done it to a good standard.

An approved electrician must do any electrical work. By ‘approved’, we mean that before the electrical work starts, you must give us proof of:

- the qualifications of anyone doing electrical work to your home, and
- their current membership of one of the five governing bodies – NICEIC, NAPIT, ECA, BSI or ELECSA.

For some improvements, you may have to use someone who is suitably experienced, qualified, and registered with another specialist organisation. For example, you must use a CORGI-registered contractor for gas work. We can tell you about this when you apply for permission to do the work.

Work on water pipes must comply with water regulations.

Can I remove fixtures and fittings from my home?

Yes, but you may have to return them to us, as they still belong to us. We will advise you at the point of permission being given if this is the case. We must approve any fixtures or fittings you install.

Who is responsible for maintaining my alterations and improvements?

You are responsible for the cost of maintaining and repairing them.

What happens if I leave the property?

If you want to leave your home, we may need to return the property to its original condition. You may be required to remove, alter or replace improvements. You must arrange and pay for this work.

We may be able to compensate you for improvements you have made to your home. You can apply for compensation when you end your tenancy with us.

Will I qualify for compensation when I leave my home?

It depends. To qualify for compensation when you leave, you must do the following before you start altering or improving it:

- Send us three estimates from contractors.
- Tell us which estimate you have chosen, and why.
- Fill in our application form asking for permission to alter or improve your home.
- Get our written permission agreeing the estimate and allowing work to start.

We will inspect the work when it is complete. We will pay compensation only if we have inspected the work and are satisfied with its quality. You must keep a copy of the invoice for the work you've had done, and proof that you have paid this, such as a receipt from the contractor, showing how much the work has cost. You will need this to claim compensation later.

What kind of improvement work qualifies for compensation?

The following types of work qualify for compensation:

- Installing a bath or shower, wash-hand basin and toilet
- Completely replacing a kitchen, including the sink and work surfaces
- Installing central heating, hot-water boilers and other types of heating; thermostatic radiator valves; and pipe, water-tank or cylinder insulation
- Loft and cavity-wall insulation
- Draught-proofing or work to external doors or windows
- Double glazing, new windows or secondary glazing
- Rewiring, extra power and lighting, or other electrical fittings
- Security measures (but not burglar alarms).

D.I.Y Improvements or interior decoration doesn't qualify for compensation.

Please remember the following:

- We pay compensation for the cost of materials and labour (but not for goods such as cookers or fridges or for your own labour).
- We pay compensation only when you give up your tenancy and leave the property.
- We can consider compensation only for improvements started in or after April 1994.
- You can't get compensation if you have already received a grant to do the work.
- When you claim, you must give us a copy of the invoice showing how much the work has cost and proof of payment.
- The longer you have had the improvement, the less compensation you will get.

Who can claim compensation?

Most tenants can claim compensation if they have had improvements done. If a tenancy ends because the tenant dies or there are other special circumstances, compensation may still be claimed.

You won't be able to claim compensation if your tenancy ends because you have breached (broken) the terms and conditions of your tenancy or if you buy your home through the Right to Buy, Right to Acquire or Rent to Mortgage schemes.

How do you work out how much compensation to pay me?

The amount of compensation you get will be less than the cost of the work, because all improvements lose value over time. Also, if you owe us any money when you leave the property, we will reduce any compensation we owe you by that amount.

Each type of improvement has a 'notional life' – for example 10 years for a new kitchen. You must claim for compensation within the 'notional life' of the improvement you've had done, at the end of your tenancy. The improvements covered and the notional life of each is as follows:

- 20 years Loft insulation, cavity-wall insulation, double glazing, other external window replacement or secondary glazing.

- 15 years Rewiring, or providing power and lighting or other electrical fittings (including smoke detectors).
- 12 years Bath or shower*, wash-hand basin*, toilet, space or water heating.
- 10 years Kitchen sink*, storage cupboards in bathroom or kitchen*, work surfaces for food preparation*, insulation of pipes, water tank or cylinder, any object that improves the security of your home, excluding a burglar alarm.
- 8 years Draught-proofing of external doors or windows.
- 7 years Thermostatic radiator valves.

* These qualify only if the old item needed replacing or your home lacked one.

The formula we use to work out your compensation is:

The cost of the improvement, multiplied by the number of years' notional life left, divided by the notional life.

For example: a new kitchen costing £5,000 fitted six years ago

The notional life for a kitchen is 10 years, so there would be 4 years' notional life left. We would work out the compensation you should be paid like this:

£5,000 (cost) X 4 (notional life left) / 10 (notional life for a kitchen) = £2,000

There is an upper limit of £3,000 compensation for any one improvement. We won't pay any compensation if the amount we owe you is less than £50.

So how do I claim compensation?

You must complete and return the compensation claim form within 14 days of your tenancy end date. We will then decide if the improvement qualifies for compensation. If it does, we will calculate how much we owe you and pay the compensation by cheque within 14 days. We will take off any money you owe us.

'I want to claim compensation for improvements'

Request for compensation

Please use one form for each improvement.

Your full name:

Address where you made improvements:

.....

Phone number: Date:

Date the tenancy ended or is due to end.....

Details of the improvement you are claiming for:

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Date the improvement was completed:

Please attach:

- bills and receipts for the work
- council permission and approval (if these are needed)
- gas and electrical certificates (if these are needed).

For Repairs Team office use only

Does the improvement qualify? Yes/No

Did we give written permission before work started? Yes/No

Did the tenant obtain three written quotations? Yes/No

Did a genuine contractor do the work? Yes/No

Is the qualifying improvement within its notional life? Yes/No

Has the claim been submitted within 14 days of the tenancy end date? Yes/No

Has all relevant certification been provided? Yes/No

Was the tenancy ended without HomeZone enforcement? Yes/No

If the answer to any of these questions is No, we cannot pay compensation.

‘I want to improve my home’ Request for permission to improve

Your full name:

Address where you want to make improvements:

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.....

Phone number: Date:

Please describe the proposed alteration or improvement, enclosing drawings where relevant:

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Will it include any electrical work? Yes/No

Will it include any work on gas central heating or water heating systems? Yes/No

Have you applied to the council for planning permission? Yes/No

Have you applied to the council for building regulations approval? Yes/No

Date you expect work to start:

If the work is to be covered by the Right to Compensation for Improvements scheme, you must:

- send us three estimates from genuine contractors, and
- tell us which contractor you propose to use and why.

For office use only:

Housing Management comments:

.....

Request – approved/refused Officer:Date:

Property Services comments:

.....

Request – approved/refused Officer:Date:

The Property Services officer should tell the tenant what we have decided and any specific conditions.

You must wait for our written permission before starting work.

If you have difficulty understanding this information or would prefer to receive an alternative format (i.e. translated, audio, Braille or large print) please contact us.

Jeżeli mają Państwo problem w zrozumieniu tych informacji lub chcielibyście je otrzymać w innej formie (np. przetłumaczonej, audio, napisane alfabetem Braille'a lub dużą czcionką), prosimy o kontakt w tej sprawie.

Ja jums ir grūti saprast šo informāciju vai arī jūs labāk vēlētos to saņemt citā formātā (tas ir tulkotu, kā audioierakstu, Braila rakstā vai arī drukātu lieliem burtiem), lūdzu, vērsieties pie mums.

如果您在理解本资料方面有困难，或者您更希望我们为您提供一份其它形式的资料（例如，翻译版本、音频版本、盲文版本或大字体版本），请与我们联系。

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਸਮਝਣ ਵਿਚ ਮੁਸ਼ਕਿਲ ਹੈ ਜਾਂ ਇੱਕ ਬਦਲਵਾਂ ਰੂਪ ਪ੍ਰਾਪਤ ਕਰਨ ਨੂੰ ਤਰਜੀਹ ਦਿਓਗੇ (ਜਿਵੇਂ ਅਨੁਵਾਦ ਕੀਤਾ ਹੋਇਆ, ਆਡੀਓ, ਬ੍ਰੇਲ ਜਾਂ ਵੱਡੇ ਪ੍ਰਿੰਟ), ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

यदि आपको यह ये सूचनाएं समझने में कठिनाई हो या इसे किसी और प्रारूप (जैसे अनुवाद, ऑडियो, ब्रेल अथवा बड़े प्रिंट) में प्राप्त करना चाहते हों, तो कृपया हमसे संपर्क करें।

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Email
customerservices@homezonehousing.org.uk

Office open for visitors
8am - 6pm, Monday to Friday



CUSTOMER SERVICE EXCELLENCE

If you are a customer of Bromford Support, please speak to the Bromford colleague who is working with you for more information.



This leaflet is available in large print, audio and other formats and languages. Please ask for details.

www.bromfordgroup.co.uk

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