

**Making Improvements to your Home**

If you are considering making improvements or alterations within your home, you will need to obtain written consent from us (and have all other necessary approvals) first.

You must request permission for improvements in writing, and the decision will be confirmed back in writing by us. Verbal permission is not accepted.

All requests for improvements, which fall outside our responsibilities in terms of standard repairs and maintenance, are to be undertaken and maintained at your own expense.

**How to request permission**

**You can contact us by phone 01933 234450, or email customer.services@greatwellhomes.org.uk. We will then get in touch with you to discuss your plans further.**

**Conditions required for improvements:**

Permission will only be refused if the proposed work would:

* Involve structural change to the property.
* Make the property unsafe.
* Increase our costs of affect any works planned by us.
* Reduce the living space.
* Breach planning or building regulations.
* Reduce the value of the property.

We will not grant permission for property improvements where customers have rent arrears.

Any proposed improvements that will require gas or electrical works being undertaken must be completed by a qualified professional and we will request to see copies of the certificates.

Any improvements made to the property must remain in the property if you leave.

**Improvements we wouldn’t permit:**

* Layout change (addition or movement of walls)
* Change of use of rooms (e.g., relocating kitchen/bathroom)
* Installation of extensions, conservatories, or lean-to structures.
* Replacement of complete window sets (glazing/frame) or external doors.
* Replacement or removal of internal fire doors (e.g., kitchen or open plan lounge/kitchen) providing protection to the rest of the property from fire, is not allowed.
* Installation of security bars on windows/doors due to restriction of fire escape.
* Installation of cat/door flaps as they will affect the fire integrity of the door.
* Removal of chimney breasts.
* Removal of any fixtures that are an essential feature of the structure or installations e.g., wiring and pipework. (Permission may be granted at discretion of the surveyor).

**You must provide (where relevant):**

* Three cost estimates and state the reason for choosing a particular estimate (the person/contractor chosen to carry out the work must be suitably qualified or experienced e.g., registered with trade bodies).
* Agreement Certificates. Copies of these must be attached to the request.
* Written proof that approval has been obtained where necessary from the local authority Building Control and Environmental Health departments, electricity board or water company.
* Plans/catalogue illustrations for kitchen unit designs or bathrooms in line with the same suppliers that we are using.
* Illustrations for replacement of internal non-fire doors etc.

**Right to compensation for improvements**

Where we have given our permission for improvements to be undertaken, you could be entitled to compensation at the end of your tenancy.

You must apply in writing within the period starting 28 days before and ending 14 days after your tenancy comes to an end for a compensation claim to be considered. The claim will need to include certain information, for example: a letter of consent from us, receipted invoiced, copies of building certificates, and planning permission if required.