



## TENANT ALTERATIONS & IMPROVEMENTS

If you are thinking of carrying out any work in your home that would be described as an alteration or improvement, please read this information leaflet **BEFORE** you start any work.

**Question:** *What do you mean by 'alteration' or 'improvement'?*

Answer: An **alteration** is where you wish to:

- replace a fixture or fitting, for example, kitchen units or internal doors, with items which are of the same quality or standard as those we would normally provide;
- remove an existing fixture or fitting and not replace it.

An **improvement** is where you wish to:

- replace an existing fixture or fitting with one which in our opinion is of a higher quality than we would normally provide;
- instal an item where there is none at present, e.g. a new shower;
- extend the property in any way, e.g. by adding a porch.

**Question:** *What do I have to do?*

Answer: Section 5 of your Tenancy Agreement and your Tenant Handbook say you that you must tell us what you are planning to do, and apply in writing for our permission **before** you start any work.

To apply, please complete the Application Form enclosed with this leaflet.

**Question:** *Do I need to contact anyone else?*

Answer: Depending on the type of work, you may have to apply for **Planning Consent** and possibly also a **Building Warrant** from your local Council.

For certain types of work applying for and receiving Planning Consent and/or a Building Warrant before you start any work is a **legal requirement**. It will be your responsibility to check if either or both of these permissions are required, and if they are, you will be responsible for applying to the Council for them and paying the necessary fees etc.

When you apply for our permission you will have to tell us whether or not Planning Consent or a Building Warrant will be required and if yes, if you have applied for and received permission.

**Question:** *What if I do not ask for your permission before carrying out any work?*

Answer: Asking for our permission is a condition of your tenancy. If you do not get our permission first, we will have the legal right to request that you 'undo' any work you have done and reinstate the property as it was before, all at your expense.

**Question:** *What about re-decoration?*

Answer: You do not have to tell us if you plan to re-decorate using wallpaper and paint.

You do have to tell us if you wish to use a textured finish on a wall or ceiling (such as 'Artex') or if you wish to add pine panelling to a wall, for example.

**Question:** *Are installations such as satellite dishes, extra lighting, burglar alarms and laminate flooring covered by this?*

Answer: Yes they are. In some of these cases we have specific requirements you will have to comply with.

**Question:** *What happens after I send you my application form?*

Answer: We will acknowledge receipt in writing within 3 days. We will then consider your proposal and if necessary, contact or visit you to obtain additional information or clarify any questions. If Planning Consent and/or a Building Warrant is required we will confirm that you must show these to us before you start any work.

**Question:** *How long will it take for you to consider my application?*

Answer: Most applications will be straightforward and should be dealt with within 2 weeks (10 working days). Others may take longer but our aim will be to reply in writing within 28 days at the latest. If the proposal is very complicated we may need longer but we will keep you advised about when we expect to be able to reply.

**Question:** *Will you attach any conditions if you approve my application?*

Answer: For some types of work we have some standards you should comply with. We may also need to make some conditions about how the work is done, or remind you that the work must be carried out by qualified or registered tradesmen. For example, if you wish to install gas appliances you must use a Gas Safe registered tradesman, and any electrical work must be carried out by NIC contractors.

**Question:** *What happens when the work is completed?*

Answer: You need to tell us when the work is complete. We will arrange to inspect the work and then advise you if it has been carried out satisfactorily or not. If any other work is required to meet our standards we will give you details of what has to be done and agree a timescale for the work with you.

**Question:** *Who is responsible for looking after any work I have carried out?*

Answer: You will be responsible for maintaining and if necessary repairing any alteration or improvement you have carried out. You may also have to remove the alteration at the end of your tenancy and return the property to the way it was, unless we agree that the alteration may stay.

We hope that the information in this leaflet has been helpful to you.  
If you have any other questions, please contact your Maintenance Officer.



### APPLICATION TO CARRY OUT AN ALTERATION

Your Name, Address & Phone No.

Please give full details of the work you wish to carry out:

Who will be carrying out the work? If you have not chosen a particular firm yet, state whether you will be using a contractor, or doing the work yourself etc.

What are the estimated costs of the proposed work? £

When do you plan to carry out the work?

Will the work require Planning Consent from your local Council? **YES/NO\***

If yes, have you applied? **YES/NO\*** If yes, have you received approval? **YES/NO\***

*\*circle whichever applies*

Will the work require a Building Warrant? **YES/NO\***

If yes, have you applied? **YES/NO\*** If yes, have you received approval? **YES/NO\***

*\*circle whichever applies*

**UNDERTAKING**

I agree that if my proposal is approved, I will ensure that the work is carried out to:

- all current national standards and codes of practice;
- any other standards and the quality that Caledonia HA requires.

I agree that before any work starts I will obtain and exhibit to Caledonia HA any Planning Consent and/or Building Warrant required, and that I will obtain and pass to Caledonia HA all building, gas and/or electrical safety certificates required following the completion of work.

I agree that if the work does not meet the required standards I will arrange for remedial work to be carried out at my expense.

**I agree that if Caledonia HA has to undertake any remedial work as a result of the work carried out by others either not being finished, or being below the standards required (including the quality of the work) then I will reimburse Caledonia HA for the cost of their work.**

**I agree to ensure that the work is carried out within any time limits set by Caledonia HA.**

**I agree that Caledonia have a right of access to pipes and cables and accept this may mean overlay flooring I receive permission for has to be taken up. I agree I am responsible for relaying any flooring taken up and replacing any sections which cannot be re-instated.**

**I accept that at the end of my tenancy Caledonia HA may require me to reinstate the property to its original condition, and I agree to do so at my expense.**

Signed \_\_\_\_\_  
Tenant/Joint Tenants *(Where there are Joint Tenants, both must sign)*

Date \_\_\_\_\_

**FOR OFFICE USE**

Reference number: \_\_\_\_\_ Date received: \_\_\_\_\_

Acknowledgement due: \_\_\_\_\_ Acknowledgement sent: \_\_\_\_\_

Details entered by CSA on: \_\_\_\_\_ Passed to Maintenance Officer on: \_\_\_\_\_

Reply due by (28 days): \_\_\_\_\_ Reply sent on: \_\_\_\_\_