



Alterations and Improvements Procedure

1. Introduction

Tenants are encouraged to improve their homes. However, they must get our permission and ensure that the work is carried out to a high standard.

2. Policy

2.1 Co-op Homes does not have a policy for Alterations and Improvements. This procedure applies to Co-op Homes permanent tenants only.

3. Procedure

3.1 Receive a written application from a tenant wanting to make an improvement.

3.2 Visit within 10 days and where appropriate:

- Obtain copies of any drawings, specifications
- Discuss and assess the feasibility of the work with the tenant. Depending on the nature of the work you may need a surveyor's assistance.
- Assess the tenants' financial ability to carry out the work.
- Obtain a written agreement on what and how the work will be carried out
- Assess whether the work will affect neighbouring properties (e.g. enjoyment of light).
- Obtain details on who will carry out the work, their technical qualifications
- Whether the work will affect future cyclical or major works schemes.
- Obtain details on when the work will start and finish.
- Where appropriate, obtain confirmation that the work has building regulation approval, planning permission and complies with any other regulation that may apply.
- Inform the tenant if additional rent may be charged.

3.3 Prepare a report for the Housing Manager with recommendations.

3.4 Inform the tenant within 10 working days of the visit of the decision. The letter will set out:

- whether the improvement is eligible for compensation if the tenant leaves the property.
- That the tenant is responsible for the future upkeep of the improvement and no cost for its maintenance or repair should fall on Co-op Homes
- Any other conditions that need to be met
- Notify the tenant of any rent adjustment

3.5 Monitor the work and inspect it once completed.



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- 3.6 Where appropriate, refer the case to the Housing Manager for the rent account to be adjusted on completion.

4 Guidance Notes

- 4.1 Where there are rent arrears, the improvement should only be approved if the cost is being met by a third party or is minimal and or will alleviate medical, social or welfare issues
- 4.2 Where a conversion is carried out to increase the bedroom / living size, additional rent will be charged. In such instances refer the matter to the General Manager who will assess the work. The tenant must be informed of what this increase will be prior to approval being given.
- 4.3 Where work has already been carried out assess the alteration following the above procedure. If the alteration was completed without Co-op Homes prior approval, and it is found after investigation that approval would not have been given, the tenant must be informed in writing that the property must be restored to its original condition (if possible) and that action may be taken against them as per the terms of their tenancy agreement.
- 4.4 Building regulation approval is required for a range of works which include removing supporting walls and installing an Reinforced Steel Joist. If in doubt check with a surveyor.
- 4.5 Planning permission is needed when a home is divided for separate use or additions are made to a flat or maisonette. If in doubt check with the local planning department.