

West of Scotland Housing Association Housing Service Procedure Note

Subject	Alterations/Improvements
Implementation date	1st March 2005
Relevant legislation	Housing (Scotland) Act 2001,
Relevant policies	
Relevant clauses of Tenancy Agreement	5.22, 5.27, 5.28,5.29
Other information	Right to compensation for improvements leaflet (Scottish Executive)
Procedure Ref. No.	WSHAHP10
Contact Person	Diane Barclay

Summary Checklist for Staff

- 1. Application to carry out alteration/improvement is received**
- 2. Send Application form Alt 2 and standard letter Alt 1 (Housing Assistant)**
- 3. Alteration/Improvement monitoring form Alt 9 started (Housing Assistant)**
- 4. Application form received, logged onto monitoring form (Housing Assistant)**
- 5. Application form passed to Technical Officer for assessment**
- 6. Alteration/ Improvement approved send (standard) letter Alt 3 and appropriate guidelines**
- 7. Alteration/ Improvement approved, (right to compensation for improvement) send standard letter Alt 4**
- 8. Alteration/ Improvement requires inspection send standard letter Alt 5**
- 9. Post inspection to be carried out (Technical Officer)**
- 10. Alteration/Improvement not up to acceptable standard send letter Alt 6 (Technical Officer)**
- 11. Send final permission letter Alt 7 (standard alteration) when work completed to an acceptable standard**
- 12. Send final permission letter Alt 8 (right to compensation for improvement alteration) when work completed to an acceptable standard**
- 13. Monitoring form updated with outcome of application. (Housing Assistant).**

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General

Section 1

Definition

Alterations and Improvements are where a tenant wishes:

- To alter, improve or enlarge the house, fittings or fixtures
- To add new fixtures or fittings
- To erect a garage, shed or other structure including fencing
- To decorate the outside of the house

Tenants must have the written consent of the Association for any alteration or improvement. This permission will not be unreasonably withheld.

New Build Properties

During the first year the property is subject to one full years guarantee from the builder. To ensure that the guarantee is not invalidated restrictions may placed on the alterations to the property that tenants may wish to carry out.

Policy Statement

West of Scotland Housing Association will ensure that applications for alterations and improvements are dealt with quickly, in accordance with contractual terms contained within the tenancy agreement, and best practice guidelines.

Aims of procedure

The aim of this procedure is to ensure that applications to make alterations or improvements to our property are dealt with effectively, in accordance with legal requirements, best practice and contractual terms with consistency in all areas.

Targets

All applications for alterations/improvements must be processed within 1 calendar month. If we do not respond within one month the tenant can assume that permission has been granted.

Contents of Procedure

Section 2 of this procedure outlines how we will deal with applications for alterations/improvements.

Section 3 outlines how we will monitor performance.

Section 2

Application Procedure

A tenant must apply in writing for permission to carry out an alteration or improvement to the Associations property. It should be noted that applications for alteration/improvements to properties still within the defect liabilities period are subject to restrictions, and **may** not be granted during this period. Alterations/Improvements that are restricted are shown in the guidelines. (Appendix 16).

When a request is received either by telephone or by letter, the Housing Assistant will send out a letter ALT 1 (Appendix 1) with an application form ALT 2 (Appendix 2) which will include an equal opportunities monitoring form. The leaflet “Right to Compensation for Improvements” should also be enclosed. The letter should emphasise the tenant must apply for planning permission or a building warrant where appropriate. If these are **not** necessary the tenant must provide proof that they are not required.

The Housing Assistant will start an application monitoring form ALT 9 (Appendix 9) when an application is received. The appropriate person should complete the form at each stage. The form should be retained for monitoring purposes.

When the completed form has been returned, it should be passed to the Technical Officer. The application should be assessed to see if the alteration/improvement would qualify for compensation under the ‘Compensation for Improvement Scheme’. Qualifying improvements are listed with the application monitoring form. If the Technical Officer decides a visit is necessary, a letter Alt. 5 (Appendix 5) should be sent asking the tenant to contact to arrange a suitable appointment.

The Technical Officer will assess the application to assess whether the alteration/improvement qualifies under the Right to Compensation for Improvement Scheme. If the alteration is not in that category, and does not require an inspection, letter ALT 3 (Appendix 3) should be sent to the tenant, along with the appropriate guidelines, giving permission for the work to proceed. The letter will advise the tenant to contact the office when the work is complete, to allow for an inspection of the alteration/improvement. The purpose of the inspection is to ensure that the work has been carried out to a standard acceptable to the Association.

If the alteration/improvement qualifies under the ‘Compensation for improvement Scheme’, letter ALT 4 (Appendix 4) should be sent to the tenant. This letter will advise the tenant that the alteration/improvement would qualify under the Right to Compensation for Improvements Scheme. The letter will inform the tenant that copies of all invoices and receipts must be submitted to the Association when the work is complete, and that they should contact the office when the work is complete, to allow for an inspection of the alteration/improvement. The purpose of the inspection is to ensure that the work has been carried out to a standard acceptable to the Association.

When the post inspection has been carried out, and the alteration/improvement is not at a standard acceptable to the Association, letter ALT 6 (Appendix 6) should be send to the tenant

advising them what remedial work is necessary to bring the alteration/improvement up to the necessary standard.

Standard alterations require final permission letter Alt 7 (Appendix 7) to be sent out once the work has been inspected, and has been completed to a standard acceptable to the Association.

Alterations that qualify under the Compensation for Improvements Scheme require letter Alt 8 (Appendix 8) to be sent out, once the work has been inspected, and has been completed to a standard acceptable to the Association.

Section 3

Monitoring

In order to comply with its service commitments and to ensure that applications are processed in the prescribed timescales it is important that the Association should monitor its applications for alterations/improvements.

The Association will gather information on:

- The number of applications received for alterations/improvements
- The time taken to process these applications
- The ethnic origin of the household

The Association will hold this information to allow it to investigate any evidence of discrimination.

Date

Name

Address 1

Address 2

Postcode

Dear

Request for alteration/improvement

I refer to your request for permission to carry out the following alteration/improvement to your house: -

Description of Job

Please complete and return the enclosed form as soon as possible, providing as much detail as you can. Particular attention should be given to the enclosed guidance notes. Please also note that it is your responsibility to apply for a building warrant or planning permission if it is required. If they are not required, please provide proof.

Your request will be processed as soon the completed application form and necessary documentation has been received.

Please note that work must not commence until you receive our formal written consent.

Yours sincerely

Name

Technical Officer

WEST OF SCOTLAND

H O U S I N G A S S O C I A T I O N

Alteration/Improvements Application Form

1. Name _____
2. Address _____
3. What is the nature of the work? _____
4. Who will be carrying out the work? _____
5. What is the proposed start date? _____

In order to ensure that this application is promptly dealt with please give the fullest of details. See notes below as a general guide.

- Notes:**
- 1 *Outbuildings: - Include plans, and give size and details of materials used in construction.*
 2. *Conversions: - Include plans, give accommodation both prior to and after conversion.*
 3. *Central Heating: - Include plans, give manufacturer, type, number and position of radiators.*
 4. *Others: - Include plans give as full details as possible.*

1. Details of Alterations

2. If your alteration will involve changing or taking out existing fittings please give a brief description of these fittings.

3. Where a Building Warrant/ Planning Permission has been obtained, please enclose a copy, together with a copy of the approved plans with this application. If they are not required please provide proof.

10. Tenant(s) signature(s) _____

Date

Equal Opportunities Monitoring Form

West of Scotland Housing Association Ltd. is committed to the promotion of equality of opportunity as both landlord and employer. The Association recognises the importance of monitoring as well as implementing of equal opportunities policies. With this in mind, you are requested to complete this form and return it with your application form (or in a separate envelope if you prefer). This information is for statistical purposes only and will have no bearing on your application.

How would you describe the ethnic origin of your household?

Please tick applicable boxes

White	<input type="checkbox"/>	Asian, Asian Scottish or Asian British	<input type="checkbox"/>
Scottish	<input type="checkbox"/>	Indian	<input type="checkbox"/>
Other British	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>
Irish	<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>
Any other White background	<input type="checkbox"/>	Chinese	<input type="checkbox"/>
	<input type="checkbox"/>	Any other Asian background	<input type="checkbox"/>
Black, Black Scottish or Black British	<input type="checkbox"/>	<u>Mixed</u>	<input type="checkbox"/>
Caribbean	<input type="checkbox"/>	Any Mixed background	<input type="checkbox"/>
African	<input type="checkbox"/>		<input type="checkbox"/>
Any other Black background	<input type="checkbox"/>		<input type="checkbox"/>
Other ethnic background	<input type="checkbox"/>		<input type="checkbox"/>
Any other background	<input type="checkbox"/>		<input type="checkbox"/>

Are you disabled (please tick)	<input type="checkbox"/>	Are you (please tick)	<input type="checkbox"/>
Yes	<input type="checkbox"/>	Male	<input type="checkbox"/>
No	<input type="checkbox"/>	Female	<input type="checkbox"/>
	<input type="checkbox"/>		<input type="checkbox"/>

Date

Name
Address
Address
Postcode

Dear

Request for alteration/improvement

I refer to your request to carry out the following alteration/improvement to your house.

Job Detail

I can confirm that the Association has no objections to this work being carried out providing you adhere to the conditions stated in the enclosed guidance notes.

You should contact the above office when the work is complete in order that a post inspection can be carried out.

After this inspection, if the work has been done to an acceptable standard, you will receive a final permission letter.

Yours sincerely

Technical Officer

Date

Name
Address
Address
Postcode

Dear

Request for alteration/improvement

I refer to your request to carry out the following alteration/improvement to your house.

Job Detail

I would advise you that under the Housing (Scotland) Act 2001 the above alteration falls within the terms of the Right to Compensation for Improvements Scheme.

I can confirm that the Association has no objections to this work being carried out providing you adhere to the conditions stated in the enclosed guidance notes.

You should keep all invoices associated with doing the work, and provide copies to the Association upon completion. This will enable the Association to consider an eventual claim for compensation for improvements made by you.

Any payment of compensation for improvements will be considered after your tenancy has ended. Claims can only be made within a period starting 28 days before your tenancy end date, and 21 days after your termination date.

You should contact the above office when the work is complete in order that a post inspection can be carried out.

After this inspection, if the work has been done to an acceptable standard, you will receive a final permission letter.

Yours sincerely

Technical Officer

Date

Name
Address
Address
Postcode

Dear

Request for alteration/improvement

I refer to your request to carry out the following alteration/improvement to your house.

Job Detail

Please contact the office to arrange a suitable appointment for me to visit you to discuss your application. Work should not commence unless you receive the Association's formal written permission. If consent is given you will be expected to comply with any conditions that are laid down.

Yours sincerely

Technical Officer

Date

Name
Address
Address
Postcode

Dear

Request for alteration/improvement

I regret to inform you that following a post inspection, final permission has been not been granted for (insert alteration).

The following remedial work must be undertaken to bring the (description of alteration/improvement) up to a standard acceptable to the Association.

Insert description of work

You should contact the office when the work has been carried out so that a further inspection can be made.

After this inspection, you will receive a Final Permission Letter from the Association providing the work has been completed to a standard acceptable to the Association.

Yours sincerely

Technical Officer

Date

Name
Address
Address
Postcode

Dear

Request for alteration/improvement

I am pleased to inform you that following a post inspection the alteration described below has been carried out to a standard acceptable to the Association.

Insert description of work

However, I must remind you that should you fail to adhere to the conditions detailed in the Notes for Guidance which was issued to you the Association reserves the right to withdraw permission at anytime.

Yours sincerely

Technical Officer

Date

Name
Address
Address
Postcode

Dear

Request for alteration/improvement

I am pleased to inform you that following a post inspection the alteration described below, has been carried out to a standard acceptable to the Association and is therefore eligible under the Right to Compensation for Improvements Scheme.

Insert description of work

I would remind you that payment of compensation can only be considered after your tenancy has ended, and within set timescales.

Please note that compensation is payable in accordance with a strict formula determined by the scheme. If you have not provided invoices to the Association to date, could you please do so now.

Yours sincerely

Technical Officer

Application Monitoring Form

To be completed by Housing Assistant

Date application received _____

Date form issued to tenant with covering letter _____

Date form received _____

Date form passed to Technical Officer _____

To be completed by Technical Officer

1 Does alteration require input of Technical Officer? Yes/no

2 Does alteration require Building Warrant/Planning Permission Yes/no

3 Date visit arranged? _____

4 Date letter sent with guidelines? _____

5 Further remarks _____

6 **Signature of Technical Officer** _____

7 **Date** _____

Post Installation visual inspection.

To be completed by Technical Officer

8 Is work to satisfactory standard? Yes No
If no comments _____

9 Is alteration eligible under the right to compensation for improvements? Yes No

10 Date final permission letter sent _____

11 **Signature of Technical Officer** _____

12 **Date** _____

Qualifying Improvements

Improvement	Notional Life
Bath or shower	12
Wash hand basin	12
Toilet	12
Kitchen sink	10
Storage cupboard in bathroom or kitchen	10
Work surfaces for food preparation	10
Installation of mechanical ventilation in bathrooms and kitchens	7
Thermostatic radiator valves	7
Insulation of pipes, water tank or cylinder	10
Loft insulation	20
Cavity wall insulation	20
Draught proofing of external doors or windows	8
Double glazing or other window replacement or secondary glazing	20
Rewiring or the provision of power and lighting or other electrical fittings (including smoke detectors)	20
Security measures, excluding burglar alarm systems	15
Sound insulation	20
Space or water heating	12

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Notes For Guidance

Laminate Flooring

1. The type of laminate flooring used must be removable e.g. click
2. Glue or nails must not be used to fix the laminate flooring.
3. Should the Association require access under the floors e.g. to repair pipes, you will be responsible for uplifting and relaying the laminate flooring you have installed. The Association would not be liable for compensation should the flooring be damaged during this process.
4. The laminate flooring must be fitted as per the manufacturers instructions and have a suitable thickness of sound insulation for the property. This is to limit noise pollution to the adjacent properties.
5. No alteration should be carried out to the pass doors to accommodate the laminate flooring or you may be charged for a new door when you end your tenancy.
6. If the laminate flooring were not fitted to a standard acceptable to the Association, you would be required to remove and dispose of it at the end of your tenancy. This will be discussed with you at your pre-termination inspection. If the Association incurs expenses for the removal of the laminate flooring you will be recharged the cost of this work.

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Notes For Guidance

Installation Of A Shower.

1. The work must be carried out by a qualified tradesperson who can guarantee the installation.
2. The tradesperson employed must comply with the necessary regulations e.g. the shower installation must comply with current I.E.E regulations 16th Edition, and supply the Association with an electrical small works certificate.
3. Our Technical Officer will inspect the installation on completion to ensure that it has been carried out to a standard acceptable to the Association. If the Technical Officer identifies any work required to bring the alteration up to the required standard, you must undertake this work at your own expense.
4. You must ensure that the area around the bath is tiled to a height above the showerhead, and be well sealed around the bath and tiles to prevent water penetration to the fabric of the building.
5. The maintenance of the installation will be your responsibility.
6. Any damage to the structure of the property as a result of this alteration may result in the Association recharging you for the cost of the repairs.
7. You should inform the Association when the work is completed in order that a post inspection may be carried out.
8. If you end your tenancy, you may be asked to remove the shower installation and return the walls to their original condition, if the installation is not at a standard acceptable to the Association.

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Notes For Guidance

Erection of Wooden Garden Huts

1. Before starting work you must ensure that your proposals comply with the requirements of the Planning or Building Control Authorities. Written confirmation of this compliance will be required.
2. It is your sole responsibility to submit a formal application for planning approval and/or building warrant should it be required.
3. On termination of your tenancy you will be required to remove the hut and reinstate the garden ground.
4. You should submit a copy of the required statutory approvals from the Planning or Building Control/Authorities to this office, together with a copy of the approved drawing. Alternately we would accept written confirmation from the Local Authority that Planning Approval and/or Building warrant is not required.
5. The hut should be tidily constructed of timber framing or sectionalised timber on a timber floor base, and clad with weatherboarding which is treated with preservative or stain. The roof should be finished with felt roofing and be of a pitched construction. A structure made of plywood or other material is not acceptable.
6. The hut should be located a minimum of 500mm from the boundary for maintenance purposes and should comply with all relevant by-laws and fire regulations.
7. The hut should be located at least 1 metre from the property.
8. The hut should be no larger than 4 x 2 metres.
9. You will be responsible for ensuring that the hut is maintained to a standard acceptable to the Association.
10. The erection of the hut should be completed within a timescale that is acceptable to the Association. (Approximately 2 months from the start of work to completion).
11. The hut will be inspected on completion to ensure that it has been carried out to a standard acceptable to the Association. If any work is identified to bring the hut up to standard, you must undertake this work at your own expense.

1.

West Of Scotland Housing Association

Notes For Guidance

Fixings to the outside of the building

E.g. Satellite Dishes, Aerials, Window Boxes etc.

The Association's aim is to protect the fabric of the building. We will grant permission providing the following requirements are met. Failure to meet these requirements may result in the installation being removed at the tenants/installers expense.

The tenant must produce evidence that they have planning permission or a building warrant or that neither is required.

Where the Association owns the entire building (Excludes Craigmarloch Cumbernauld and Mainholm Road Ayr)

1. A qualified and competent person, preferably a company that will guarantee the installation, must undertake the installation.
2. No fixing is to be made to the roof, chimney, chimney head, eaves, cladding, gutters, down pipes etc. Any installation, which has been so attached, may be removed at the tenant/installers expense.
3. All installations must be on the **rear** of the building, installation on front elevations or gables is unacceptable.
4. The installation must be fixed at least 600mm from any opening or corner. The fixings must be appropriate for the fabric of the building and care used to avoid stressing the fabric or structure.
5. All cabling must be secured every 400mm using fixings appropriate for the fabric of the building. Any cabling which is left loose and trailing may be cut and removed by the Association. Cabling is not permitted on roofs.
6. Access points to the inside of the property should be kept to a minimum to reduce the possibility of water ingress at a later date. **Routing cables through window or door frames is forbidden.**
7. Where the roof space is common, access is forbidden.
8. We permit a maximum of 2 installations per tenement/flatted property. These are allocated on a first come basis. Additional satellite dishes maybe considered provided planning permission has been granted.
9. A maximum of 1 installation per house.

A reputable installer of satellite dishes or aerials may already have method statements of codes of practice etc. which can be supplied to you when you make your application.

Where the Association does not own the entire property

Installation requests will be dealt with on an individual basis.

West Of Scotland Housing Association

Notes For Guidance

Installation Of Mixer/Shower Tap In Bathroom

1. The work should be carried out by a qualified tradesperson
2. The tradesperson employed must comply with the necessary regulations
3. The maintenance of the new taps will be the tenants responsibility
4. Any damage to the structure of the property as a result of this alteration will result in the tenant being recharged for the cost of repairs
5. The area around the showerhead and above the bath must be tiled
6. Sealant around the bath and tiles must be intact to prevent water penetration to the walls or floor
7. The Technical Officer will inspect the alteration and any work required to bring the alteration up to a standard expected by the Association will be at the tenants' expense.

West Of Scotland Housing Association

Notes For Guidance

Installation Of A Stairlift

The work should be carried out by a suitably qualified tradesperson.

The tradesperson employed must comply with the necessary regulations e.g. any electrical work must comply with current I.E.E. regulations 16th Edition. Any exterior work will be subject to local authority planning regulations.

Our Technical Officer will inspect the alterations on completion to ensure they have been carried out to a standard acceptable to the Association. If the Technical Officer identifies any work necessary to bring the alteration up to standard, this must be done at the tenants' expense.

The maintenance of the stairlift will be your responsibility.

Any damage the structure of our property as a result of this alteration may result in the tenant being recharged the cost of repairs.

The stairlift must be removed at the end of your tenancy, and the property left in its original condition.

General Guidance Notes for New Build Properties

Tenants who accept a new build property are subject to the same conditions when applying for alterations/improvements, and permission will not be withheld unreasonably.

Any application received during the defects liability period, which may affect the contractors' liability, may be refused until the defects liability period has ended.

Some developments may have restrictions due to the type of construction, finish or standard equipment supplied i.e. communal satellite dish. The Development Officer will supply this information prior to the handover date.