



**REIDVALE HOUSING ASSOCIATION**  
**Alterations and Improvements Policy**

|                 |                     |
|-----------------|---------------------|
| Policy Approved | 23.02.2022          |
| Due for Review  | February 2025       |
| Author          | Maintenance Manager |

## POLICY SUMMARY

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|--|--|
| <b>Purpose:</b>                              | The purpose of this policy is to provide tenants with guidance in relation to carrying out alterations and improvements in their homes.  |
| <b>Legislation/Guidance:</b>                 | The Association is a company under the Co-operative and Community Benefit Societies Act 2014, and a company regulated by the Financial Conduct Authority (FCA).<br><br>Statutory Guidance<br>The Scottish Social Housing Charter<br>Requirements of the Scottish Housing Regulator   |
| <b>Regulatory Compliance</b>                 | <b>Standard 1:</b> The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.<br><br><b>Standard 2:</b> The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.<br><br><b>Standard 4:</b> The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose. |
| <b>Linked policies</b>                       | <b>Maintenance Policy</b>  |
| <b>Financial Impact</b>                      | <b>Low</b>   |
| <b>Risk Assessment</b>                       | <b>Low</b>   |
| <b>Equalities Impact Assessment</b>          | <b>Yes</b>   |
| <b>Date Reviewed</b>                         | February 2022  |
| <b>Date approved by Management Committee</b> | 23.02.2022   |

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## **1. INTRODUCTION**

- 1.1 Reidvale Housing Association recognises that the properties it lets to individuals become that household's home and understands the desire to make the house a reflection of the residents' own tastes and preferences. The Association wishes to support residents in their efforts to make the property a comfortable and pleasant abode for themselves and their families and, in doing so, would hope to foster a sense of 'ownership' and pride in their home.
- 1.2 However, the Association also recognises that it has a duty to ensure that all its properties are kept in a safe condition and to the highest possible standard. As such, the Association accepts that it has a role in monitoring, approving and inspecting any alterations or improvements made by residents to the property. The Alterations and Improvements Policy, therefore, is intended to clearly define the Association's role and the responsibilities of residents and to give guidance to both parties on the requirements placed on them.

## **2. AIMS AND OBJECTIVES**

- 2.1 The primary aim of the Policy is to ensure that any alteration or improvement works carried out by residents in the property are done so safely and do not constitute a risk to the household, visitors to the property or to other residents.
- 2.2 The Association wishes to foster a sense of 'ownership' that will encourage residents to contribute to the Association's overall policy of maintaining the stock to the highest possible standard.
- 2.3 By making it a requirement for residents to apply for permission prior to carrying out any alterations or improvements to the property, the Association aims to ensure that any works are completed to an acceptable standard, meet all safety regulations and requirements and will not present future maintenance or safety problems for residents or the Association.
- 2.4 The Residents' Improvements and Alterations Policy also sets out the conditions under which compensation may be paid to tenants at the end of their tenancy in connection with the alterations or improvements they have made to their home. The document also provides the procedures for calculating any compensation due.
- 2.5 The Policy is intended to give guidance to staff on implementing the correct procedures and to residents on the requirements that are placed on them. It also aims to ensure that, as far as possible, all applications to carry out any improvements or alterations are dealt with in a fair, equitable and consistent manner.

### **3. LEGAL AND REGULATORY FRAMEWORK**

3.1 Reidvale Housing Association Limited, a registered society under the Co- operative and Community Benefit Societies Act 2014, a registered social landlord and regulated by the Financial Conduct Authority (FCA).

3.2 We are regulated by the Scottish Housing Regulator (SHR). Their Regulatory Framework sets out seven Standards of Governance and Financial Management. Relevant to this Policy are particular elements under these Standards:

3.3 Part 2, Chapter 1, Section 28 of the Housing (Scotland) Act 2001 states that tenants cannot carry out any work in their house, other than interior decoration, without written consent from the landlord. Schedule 5, Part 1 of the Act details the tenants' and Association's responsibilities when applying for and considering applications for consent.

The Act also states that landlords should not unreasonably refuse permission for alterations or improvements.

3.4 The obligation on residents to apply for written permission before making any alterations or improvements to the property is re-iterated in Section 5.20 of the Scottish Secure Tenancy Agreement.

3.5 Part 2, Chapter 1, Sections 29 & 30 of the Housing (Scotland) Act 2001 and the Scottish Secure Tenants (Compensation for Improvements) Regulations 2002 detail the tenants' rights, at the end of their tenancy and under certain circumstances, to reimbursement or compensation for the improvements they have carried out.

### **4. SCOPE OF THE POLICY**

4.1 The provisions contained in this policy apply to both Scottish Secure and Short Scottish Secure tenants of Reidvale Housing Association as the same legal requirements apply to both under the terms of the Tenancy Agreements

4.2 The requirement to secure the Association's permission shall apply to all proposed improvements and alterations to the property other than interior decoration. It should be noted that, under the terms of the policy, artex coatings to walls and ceilings are treated as an alteration, rather than internal decoration, and so consent must be sought for this type of work.

## **5. DUTIES AND RESPONSIBILITIES**

### **5.1 The Association's Responsibilities**

The Association has a duty to ensure that all its properties are maintained in a safe and acceptable condition and, as such, has a responsibility to oversee any alterations, works and/or improvements made in the house by residents.

The Association also has a duty to consider all applications received for permission to carry out alteration or improvements works and to consider all applications in a consistent and fair manner.

### **5.2 The Resident's Responsibilities**

Residents must apply to the landlord for permission to carry out any works, other than interior decoration, to the property and written permission must be received from the Association before any work is started.

Residents must also inform the Association once the works are completed and allow access for an inspection of the works if required.

It is the responsibility of applicants to apply for all statutory approvals such as Building Warrants, Planning Consent etc. and they must provide copies of all relevant documentation to the Association both prior to carrying out the works and on completion.

## **6. APPLYING FOR PERMISSION TO CARRY OUT AN ALTERATION/IMPROVEMENT**

In accordance with the Housing (Scotland) Act 2001, residents must not proceed with any alteration or improvement works to the property until the Association has granted permission in writing.

Application to carry out works must be made in writing on the standard form available from the Association's office – refer Appendix 1. The Association will also provide guidance to tenants and advice on the types of works requiring permission and the supporting information that will be required to allow the application to be considered.

## **7. ASSESSMENT OF APPLICATIONS**

### **7.1 Receipt of Applications**

Application forms for alterations and improvements may be submitted by hand, by post or electronically. In all cases forms will be date stamped and passed to the Maintenance Department for assessment.

## **7.2 Response Time**

Each application will be acknowledged in writing by the Association within 3 working days. This acknowledgement may be a simple confirmation of receipt, a request for further information or, in straightforward cases, may be the formal written decision.

The full written decision will be issued to the applicant within 15 working days. This timescale may be extended where additional information is required, access for inspection has not been provided or the matter has to be referred to the Committee for approval. In these cases the applicant will be advised of the reasons for the delay and provided with a new target date for issue of the formal decision.

In accordance with the terms of the Housing (Scotland) Acts, where a response has not been given by the Association or the applicant advised in writing of a delay, permission will be deemed to have been granted.

## **7.3 Classification of Application**

On receipt of an application the proposed alteration/improvement will be categorised as either a MINOR or a MAJOR alteration/improvement.

A minor alteration/improvement is one that does not affect the fabric, design or structure of the building and will not affect the value or the rental value of the property.

Major alterations/improvements will be those that substantially alter the building such as loft conversions, extensions, installing central heating systems etc.

## **7.4 Delegated Authority**

Applications to carry out minor alterations/improvements will be considered and authorised or refused at the discretion of the Maintenance Manager / Maintenance Officer or, Assistant Maintenance Officer.

Applications to carry out a major alteration/improvement will be referred to the Management Committee for consideration. The referral will be supported by a full written report and recommendation from Maintenance staff.

## **7.5 Inspections**

Where necessary, an inspection of the property will be carried out before a decision is made on the application.

## **7.6 Procedures for Recording Applications**

All applications for alterations and improvements will be recorded on the Alterations Database

At each stage of the application and assessment process the Maintenance Officer / Assistant will enter relevant details in the Alterations Database, including:

- Address
- Description of alteration/improvement
- Date application received
- Whether a pre-inspection is required
- Whether approval is granted or refused and date of notification of decision
- Date of post-inspection, where required and any relevant notes
- Date of receipt of Notification of Completion of Works form and relevant certificates
- Whether permission has been withdrawn

Once an alteration / improvement is satisfactorily completed the Maintenance Officer / Assistant will add a note in the Property file section of Kypera in the format shown in the example below:

\*\*\*TENANT ALTERATION – MRS JONES – OVER BATH SHOWER –  
12/12/12\*\*\*

## **8. GRANTING PERMISSION**

Permission will normally be granted where the Association is satisfied that:

- the proposed improvement or alteration will meet relevant standards of safety and workmanship
- the work will not detract from the future letting potential of the property or adversely affect the rental value
- the proposed improvement or alteration will not constitute a danger to the occupiers or visitors to the property or adjacent premises
- The applicant will be advised in writing that permission has been granted and the works may proceed. The Association will also advise of any conditions or standards that must be observed and of any safety checks and certificates that must be provided once the works are complete. The applicant will be advised that failure to adhere to these conditions may result in the Association withdrawing its consent to the works being carried out.

It will be made clear to the applicant that the maintenance of the areas affected by the alteration will become their responsibility for the duration of their tenancy.

## **9. REFUSAL OF PERMISSION**

### **9.1 General Principle**

In considering applications to carry out improvements and alterations, the Association will not unreasonably withhold consent. In general, permission will only be refused on grounds that take into account:

- The safety of the occupiers and visitors to the house and other adjacent premises
- Any resulting expenditure for the Association
- Any effect on the value of the house, the future rental value or the property's suitability for future letting
- Unreasonably onerous future maintenance responsibilities for the Association
- Any effect on the general aesthetics and look of the building and surrounding area
- Any effect of the work on the amount of accommodation space provided (e.g. reducing a 4 apartment to a 3 apartment by making two bedrooms into one) and on the future use of the property
- Any likely inconvenience to other residents

Where it is assessed that the proposed alteration or improvement is likely to have a detrimental effect on any one of these factors, permission may be reasonably withheld.

In relation to the final condition listed above, the views of neighbours who may be affected by the proposed works are of significance.

Accordingly the Association will notify neighbours when it believes they may be affected and therefore have a right to comment. Neighbours will normally be given 5 working days in which to comment on the proposed works. Where neighbour notification is necessary the applicant will be advised that the time taken to process their application may need to be extended, especially if the proposed works raise complex issues.

### **9.2 External Structures**

Applications to erect external structures such as sheds, garages, pigeon hut etc within a shared back garden or courtyard will normally be refused on the following grounds:

- Common areas are shared by all the residents and no one area of space is to be dedicated to any one single household or for the exclusive use of one household
- The limited space available in shared back courtyards is likely to prevent every resident from exercising their right to erect a garage, shed or other similar structure
- The appearance and residents' enjoyment of the shared area is likely to be impeded by the erection of a number of such structures

### **9.3 Notification of Refusal**

Refusal of an application will be notified in writing, giving the reasons for refusing consent.

Under normal circumstances proposed alterations and improvement works should be carried out by the tenant within 3 months of permission being granted. The applicant is required to submit a Notification of Completion of Works form (refer Appendix 2) to advise when the works have been undertaken and provide access for an inspection where this is deemed appropriate. All relevant electrical or gas safety certification must be passed to the Association along with the Notification of Completion or Works form.

If the proposed alteration/improvement is not carried out within the 3 month period, the Association's permission for the works will be deemed to have been withdrawn and the application cancelled.

At the discretion of the Association this 3 month period may be extended where the applicant is experiencing difficulties in completing the works. Extensions must be applied for and approved in writing by the Association.

## **10. WITHDRAWAL OF PERMISSION**

### **10.1 Timescales for Completion**

Under normal circumstances proposed alterations and improvement works should be carried out by the tenant within 3 months of permission being granted. The applicant is required to submit a Notification of Completion of Works form (refer Appendix 2) to advise when the works have been undertaken and provide access for an inspection where this is deemed appropriate. All relevant electrical or gas safety certification must be passed to the Association along with the Notification of Completion or Works form.

If the proposed alteration/improvement is not carried out within the 3 month period, the Association's permission for the works will be deemed to have been withdrawn and the application cancelled.

At the discretion of the Association this 3 month period may be extended where the applicant is experiencing difficulties in completing the works. Extensions must be applied for and approved in writing by the Association.

### **10.2 Changes to Proposed Works**

The works carried out must be in accordance with those proposed on the application form. Any variations to the original works must be approved by the Association, in writing.

If works carried out are not in line with those on the application form, the Association's permission may be withdrawn and the application cancelled. The resident may then be required to re-instate the property to its original condition, or meet the cost of reinstatement by the Association.

### **10.3 Disturbance to Neighbours**

The Association reserves the right to withdraw permission for an alteration/improvement if, in carrying out the works, the tenant causes an unacceptable disturbance, noise level, annoyance or distress to neighbours.

## **11. SAFETY CHECKS AND CERTIFICATE**

- 11.1 Where the proposed alteration / improvement includes electrical, gas or plumbing works the Association must be satisfied that the works carried out meet all relevant safety regulations and are completed to an acceptable standard. This is to ensure the safety of the resident in the property and adjacent premises as well as maintain the stock to the highest possible standard.
- 11.2 Alterations / improvements involving electrical, gas or plumbing works must, therefore, be carried out by an appropriately qualified contractor who is able to provide the relevant safety certificate on completion of the works. Where requested, the Association may provide the applicant with details of framework contractors it uses. It must be noted that any arrangement to carry out alteration / improvement works is a private contract between resident and contractor and the Association will not be responsible for the conduct or workmanship of the contractor and will not be liable for damage caused by the tradesperson or become involved any disputes between the residents and contractor. Additionally, the resident must agree payment terms direct with the contractor.
- 11.3 In circumstances where the alteration is straightforward and clearly visible it may be appropriate for one of the Association's framework contractors to post-inspect the work and provide the relevant certification. In such cases the tenant will be recharged the full cost of these inspections.
- 11.4 Final approval of the alteration/improvement will not be given until the Association is provided with all relevant safety certificates.

## **12. APPROVAL OF COMPLETED WORKS**

- 12.1 Tenants will be required to advise the Association when the works are completed by submitting a 'Notification of Completion of Works' form.
- 12.2 Final approval for the work will only be given when:
- The Association is satisfied that all the standards and conditions have been adhered to and met.
  - All required safety certificates and statutory consents have been submitted to the Association.
  - Access has been provided to allow inspection of the works if necessary.

- 12.3 Confirmation of approval of the completed works will be issued in writing within 10 working days of receipt of the Notification of Completion of Works form and all required supporting documentation.
- 12.4 If approval for completed works is refused, the tenant will be notified in writing, giving the detailed reasons for refusal and any actions required to secure approval or reinstate the property.

### **13. REPAIR AND MAINTENANCE RESPONSIBILITIES**

- 13.1 The Association will not normally take responsibility or accept liability for the repair and maintenance of any components installed or of alterations / improvements undertaken by tenants for the duration of that tenancy. Where the Association agrees to maintain any element of the works, this must be stipulated in writing.
- 13.2 Where a component of the alteration/improvement requires to be replaced and is deemed to be the Association's responsibility, then the Association's standard fixings and/or fittings will normally be used (e.g. a standard light fitting rather than a bespoke one).

### **14. TERMINATION OF TENANCY**

#### **14.1 Removal of Alteration/Improvement**

As part of the application to carry out an alteration / improvement, the applicant will generally be asked to intimate whether they intend to remove any component of the alteration/improvement in the event that they subsequently end their tenancy with the Association or sell-on their share in the property.

Where the Association believes it would be left with unreasonably onerous maintenance costs then the applicant will be advised that the component must be removed at the end of their tenancy.

Where the resident is to remove all or part of the alteration / improvement they will be obliged to re-instate the property to a standard acceptable to the Association and replace all the fixtures and fittings prior to terminating their tenancy. Where this is not done the Association will reinstate the property and recharge the cost of any works to the former tenant.

#### **14.2 Leaving the Alteration/Improvement**

Where the alteration / improvement is to be left by the vacating resident, all components of the alteration / improvement must be left safe and in fully working order and in a condition that meets the Association's re-let standards. Where required, the resident must meet the cost of an electrical or gas safety check of the components. If they fail to do so, the alteration / improvement will either be brought up to standard or removed by the Association and the former resident recharged the full costs incurred.

### 14.3 New Tenants

Where an alteration / improvement is left with the agreement of the Association the Association will take on responsibility for the maintenance of any component it has authorised the previous tenant to install.

The additional cost to the Association of maintaining and replacing any non-standard items will be taken into account as appropriate when the rental assessment for the new tenancy is carried out.

Where a non-standard component of the alteration/improvement requires to be replaced then the Association will normally use standard fixings and/or fittings.

## 15. RIGHT TO COMPENSATION FOR IMPROVEMENT

### 15.1 Eligibility for Compensation

The Right to Compensation for Improvements gives tenants of the Association the right to receive compensation for certain works (or qualifying improvements) carried out by them during the course of their tenancy. These works include installing, replacing or fitting:

- cavity wall insulation
- loft insulation
- sound insulation
- draught-proofing external doors or windows
- double glazing, replacement windows or secondary glazing
- space or water heating
- thermostatic radiator valves
- pipes, water tanks or cylinders
- power or lighting, rewiring, additional electrical fixtures (including smoke alarms)
- mechanical ventilation in bathrooms or kitchens
- security measures other than burglar alarms
- a kitchen sink
- a bath or shower
- a toilet
- a wash hand basin
- storage cupboards in bathroom or kitchen
- a work surface for preparing food

#### ***Internal decoration does not qualify for compensation***

For the avoidance of doubt this right also applies to tenants who undertake a mutual exchange and end their tenancy for the improved property with the Association.

There will be no right to compensation for improvements where a tenancy has ended for the following reasons:

- the tenant has exercised their Right to Buy

- the Court has granted the Association a Decree for repossession (e.g. eviction for breach of tenancy conditions)

## 15.2 Claiming Compensation

In order to be eligible for compensation tenants must submit a claim to the Association within the period starting 28 days before the end of their tenancy and ending 21 days after the end of tenancy date. This claim must include details of the improvements carried out, the date works were undertaken and the cost of improvements (receipts will be required). The Association will calculate any amounts due and notify the tenant within 28 days of receipt of the claim.

The Association may offset any monies owed by the tenant (e.g. rent arrears, recharges, etc) against the compensation paid.

It is an essential condition that the tenant must have received permission from the Association for carrying out the improvement in the first place.

The maximum amount of compensation payable will be £4,000 for any one improvement.

No compensation will be payable if the amount is calculated to be below £100.

## 15.3 Calculation of Compensation

The amount of compensation that will be payable to the tenant will be determined by the formula provided in the legislation:

$$\text{Compensation} = C \times \frac{(N - Y)}{N}$$

where

C is the initial cost of the improvement

N is the notional life of the improvement (from industry standards)

Y is the number of years since the improvement was carried out

For example, if a qualifying improvement with a notional life of 8 years was carried out 3 years before the end of tenancy at a cost of, say, £1,500, then the compensation would be as follows:

$$\begin{aligned} & 1,500 \times \frac{(8 - 3)}{8} \\ = & 1,500 \times \frac{5}{8} \\ = & \mathbf{£937.50} \end{aligned}$$

The amount calculated by the formula is the figure that would normally be paid in compensation. However, this may be altered where

- the initial cost of the improvement work is considered excessive (when assessed against invoices)
- the improvement has deteriorated at a rate greater than that provided for in the notional life for that improvement
- the improvement is of a higher quality than it would have been had the landlord carried out the works
- the outgoing tenant has rent arrears or outstanding recharges

The amount of compensation payable will be affected by when the work was carried out -older improvements will receive less than works of a similar nature completed more recently. After a period of time - the 'notional life' of the component - no compensation will be due at all.

## **16. RISK MANAGEMENT**

This policy aims to control the following risks:

- Tenants carrying out alterations / improvement works within the Association's property that would constitute a danger to residents, visitors to the property and/or adjacent buildings.
- Work being carried out to the Association's property that would have a detrimental effect on the value or rental value of the property or on the Association's ability to let the house.
- Applications to carry out alterations / improvement works being dealt with in an inconsistent or unfair manner by staff.
- The Association failing to meet all its legal obligations to residents in relation to their right to carry out alterations and improvements and to tenants' rights to receive compensation for improvements.
- The Association incurring unreasonable additional costs in the maintenance and repair of non-standard items.
- The Association failing to meet its legal obligations in respect of timescales for responding to applications.

## **17. EQUALITY & DIVERSITY**

Reidvale Housing Association is an equal opportunities organisation. We are committed to providing an environment of respect, understanding, encouraging diversity and eliminating discrimination. No person or group of persons applying for housing and housing services will be treated less favourably than any other persons or groups of persons because of their age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

## **18. GDPR**

Reidvale Housing Association will treat your personal data in line with our obligations under the current General Data Protection Regulation and our Privacy Policy. Information

regarding how your data will be used and the basis for processing your data is provided in our Fair Processing Notice.

## **19. COMPLAINTS**

Although the Association are committed to providing high levels of service, we accept that there may be occasions where customers may not be not satisfied with the service they have received from us. We value all complaints and use this information to help us improve our services. Our Complaints Policy describes our procedure and how to make a complaint.

## **20. POLICY REVISION**

The Association undertakes to carry out a comprehensive review of all aspects of this policy at least every three years. The review will take account of legislative changes, new policy guidance, best practice advice and the views of service users.

APPENDIX 1 – APPLICATION FORM



REIDVALE HOUSING ASSOCIATION

*Please complete all sections of the form that apply*

**SECTION 1 – Applicant's Details**

Name(s):

Address: *(address of property where alteration/improvement is to be carried out)*

Post Code:

Tel. No:

Mobile No:

Email

**SECTION 2 – Details of Proposed Alteration/Improvement**



Where the alteration affects your neighbour/s (eg you are erecting a dividing fence) it is necessary for you to obtain agreement from the tenant/owner occupier or joint tenants/owners affected.

Confirmation of the agreement of the affected owners must be given below:-

**NEIGHBOURING TENANT/OWNER OCCUPIER:**

I

---

(print name/s)

of

---

(address)

do hereby declare that I have no objection to the alteration works described in Section 2.

**Signature:**

**Date:**

**NEIGHBOURING JOINT TENANT/JOINT OWNER OCCUPIER:**

I

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(print name/s)

of

---

(address)

do hereby declare that I have no objection to the alteration works described in Section 2.

**Signature:**

**Date:**

**SECTION 4 – Building Warrant**

Is planning permission or a building warrant required for the work?

Yes

No

If so, please provide copies of the approval.

## SECTION 5 – Removal of Appliance on Termination of Tenancy

Please confirm whether you wish to remove any appliance that you are installing when you terminate your tenancy.

Tick as applicable.

I shall wish

I shall not wish

to remove any appliance I am installing.

If answered “I shall wish”, please complete and sign the following statement:

I understand that upon termination of my tenancy, when I remove the

\_\_\_\_\_

\_\_\_\_\_

I will reinstate the property to its original condition and will be responsible for making good any damage that occurs to the property in doing so.

Tenant’s Signature:

\_\_\_\_\_

## SECTION 6 – Installation of Gas Fire/Central Heating

**This section refers to the installation of gas fires and gas central heating systems only.**

If you are installing (or removing) a gas fire or gas central heating the work must be carried out by a Gas Safe registered contractor who must provide a Gas Safety Certificate for the work carried out. If you do not provide this Certificate the Association will carry out the test and will recharge the cost to you.

## **SECTION 7 – Installation of Electrical Components**

**This section refers to the installation of electrical components.**

If you are installing (or removing) any electrical appliances – including light fittings and showers – the work must be carried out by a qualified electrician who must supply an Electrical Minor Works Certificate for the work carried out. If you do not provide this Certificate the Association will carry out the test and will recharge the cost to you.

The Association will not be held responsible for any damage caused by a contractor to any part of the property when carrying out alteration works for you.

**NOTE – ALTERATION WORK MUST NOT BE STARTED UNTIL PERMISSION IS GRANTED BY THE ASSOCIATION**

**Tenant Signature:**

**Date:**

**CONDITIONS OF APPROVAL**

Alteration work must not be carried out prior to permission being granted.

All work must be carried out by a competent contractor and conform to all current regulations and conditions. Gas and/or electrical safety certificates must be provided where the proposed alteration involves work to gas or electrical appliances or services.

The Association will not be held responsible for any damage caused by a contractor during the alteration/improvement work.

**OFFICE USE ONLY**

Is Pre-Alteration Inspection Necessary

YES

NO

### Pre-Alteration Inspection Details

Comments from Visiting  
Officer

Can Work Proceed

YES

NO

Any relevant conditions:

Standard Letter Reference:

Signature:

Date:

**REIDVALE HOUSING ASSOCIATION  
RESIDENTS' IMPROVEMENTS & ALTERATIONS  
  
NOTIFICATION OF COMPLETION OF  
WORKS**

**SECTION 1 – Applicants' Details**

**Name:**

**Address:**

**Tel. No:**

**Mobile No:**

**Email**

**SECTION 2 – Details of Alteration/Improvement**

**Detail of Alterations/Improvements:**

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**Date Work Completed:**

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*The above mentioned work has been completed and I have adhered to all the conditions which were stipulated when I was granted permission. A “post installation” inspection can now be carried out by the Maintenance Officer.*

**Signed:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**SECTION 3 – Office Use Only**

**Inspected By:**

---

**Date:**

---

**Comments:**

---

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---

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**Is the work satisfactory YES/NO (Delete as appropriate)**

**Signed:**

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