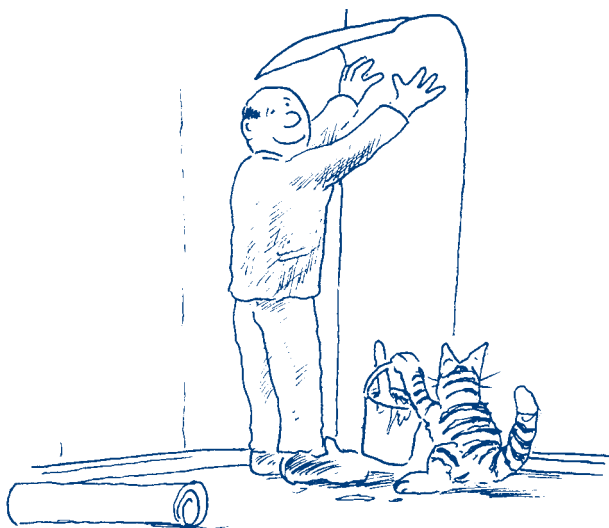




Tenants' Alterations and Improvements



Introduction

The following questions and answers give you advice about what to do if you wish to make alterations or improvements to your home.

Can I make alterations or improvements to my home?

- As a secure tenant you may make alterations and improvements to your home. However, you must obtain South Lakes Housing's written consent before you carry out any work. South Lakes Housing cannot refuse permission without good reason, but may impose reasonable conditions.

When should I contact South Lakes Housing?

You must contact us if you intend to carry out any of the following to your home:

- Decorate the exterior of the property.
- Make any structural alterations or additions.
- Alter or add any fixtures.
- Remove any hedges, trees or shrubs.
- Fix satellite TV aerial dishes.
- Construct hard standings.

What types of work are likely to be approved?

- We are likely to grant permission to works which will be completed competently and make a genuine improvement to the property. Good examples are installation of central heating and window replacement.

What types of work are NOT likely to be approved?

- We are unlikely to approve works which are not completed to a satisfactory standard, or works which South Lakes Housing considers to be detrimental to the property, for example removing certain walls within the property.

What should I do if I want to make an alteration or improvement?

- You should put a request for permission in writing and send to the Maintenance Surveyor at your nearest housing office, see back page for details. Please give us as many details as possible, that is, the nature of the works, plans, and contractor's name (where appropriate).

What happens next?

- We will write to you to tell you we have received your application and advise you of the need to obtain building regulations approval or planning consent. Please note that we **cannot** grant permission unless you have obtained the necessary consents.
- If you do not need building regulation approval or planning consent we may decide to make an inspection of your home prior to any work being started, to establish the nature and extent of the works. We will let you know if we need to do this.
- When we have received all the information we need, have carried out any necessary inspections, and have seen proof of all consents (where appropriate), we will notify you of South Lakes Housing's approval, or refusal, of the works being able to start. This will usually happen within 15 days of receipt of your application.

Do I need to tell you when the work is completed?

- Yes, you will have been sent a notice when permission was granted. You should sign this notice when the work is complete and return it to the Maintenance Surveyor at your nearest housing office.
- If you have made structural alterations, an officer will visit you to make a final inspection.

Can I claim compensation for improvements I have carried out?

As a Council tenant you have a right to claim compensation for certain improvements. However, you can only make a claim when your tenancy is coming to an end. Please see the leaflet entitled **Your Rights as a Council Tenant** for further details.

To apply for permission to carry out alterations or improvements

please write to the Maintenance Surveyor, South Lakes Housing at either:

- Little Aynam House, Little Aynam, Kendal LA9 7AH
- Town Hall, Queen Street, Ulverston LA12 7AR

You can get a copy of this document in different formats such as large print, Braille, audio, or in a different language by calling 0845 057 0080 or check our website www.southlakeshousing.co.uk

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