

# Making Alterations or Improvements to Your Home or Garden

## Guidance notes

As a Beyond Housing customer you can make alterations or improvements to your home, garden or boundary provided you have first obtained written consent from us.

These guidance notes are to assist you with your application for permission. For further information please refer to our alterations policy.

### Examples of alterations or improvements include, but are not limited to:

- Changes to walls, doors and windows
- Installation of a shower
- Replacement or work to kitchens, bathrooms, or heating and hot water systems
- Driveways
- Property extensions and loft extensions/boarding\*
- Conservatories, porches, garages and carports
- Erecting a shed, greenhouse, or a pigeon loft
- Electrical works - additional sockets, internal or external lighting
- Fitting of a gas cooker where the supply is not already available
- Internal hard flooring such as laminate
- Alterations to water supply pipes and drainage
- Conversion or sub dividing of any existing rooms
- Erecting or removing fences.

\*Loft boarding refers to a six foot boarding around the loft hatch that we may consider for storage of light household items, not a habitable room.

If you are unsure whether you need our permission, please contact us **before** carrying out any work.

### How do I request permission from Beyond Housing?

We ask that you complete an **alteration request form** and send this to us so we can assess your application.

You can find these forms on our website or we can post one to you upon request. Please provide as much supporting information as possible to help us process your application quickly.

### Do I need planning permission?

Certain alterations, such as installing a TV aerial or building a garage may require planning permission or building control.

Before applying for permission from Beyond Housing, we recommend that you contact your local authority to discuss your proposed works with them.

It is your responsibility to check whether or not planning permission is needed **before** any work begins and we will need to see written evidence of their advice to you.

If planning permission from the local authority is needed for the work you are carrying out - you will need to submit these documents with your application form.

### **Who can do the work?**

Depending on what the work involves, you may have to use someone who is registered with a specialist organisation, such as a gas safe registered contractor for any gas work.

For certain other work, a competent person may be allowed carry out the work. We will tell you about this when you apply for permission.

### **How does Beyond Housing make its decision?**

For certain alterations or improvements we may be able to make a decision based on the information you provide on your application form.

However, in some circumstances, we may need to carry out an inspection before we can decide if the work can go ahead or not.

When we approve a request we may impose certain conditions which must be agreed to before any work is carried out. Permission is valid for six months and all work must be completed within this time frame.

Where a request has been declined, a clear reason for the decision will be given, if applicable, we will advise you of what changes could be made to the request for it to be approved.

### **Who maintains the alteration or improvement?**

You are responsible for all ongoing maintenance of the alteration or improvement for the duration of your tenancy with us.

If the alteration or improvement falls into disrepair and you are either unwilling or unable to carry out the repairs, we will carry out the work and recharge you for the costs.

### **What happens at the end of my tenancy?**

If or when your tenancy with us ends, we will agree whether you should remove the alteration or improvement or if we will accept ownership of it.

### **What happens when the work is finished?**

You need to fill in the **notification of completion form** and send it to us within 14 days of the work being completed.

We will then arrange for an inspection of the completed works, if necessary, to make sure they have been completed in accordance with the permission granted and the standards of materials and workmanship are acceptable.

**What should I do if I have already carried out the work without your permission?**

If you have carried out work without permission, you should complete the **alterations request form** to apply for retrospective permission with us.

Tenancy enforcement action may be taken if you refuse to apply for retrospective permission.

**Am I entitled to any compensation for the work I have carried out to my home?**

In some circumstances you may be able to apply for compensation for alterations and improvements to your home when you leave Beyond Housing.

Please refer to our compensation policy for further information.

**Important**

**This document is provided as guidance only.**

Please ensure you have read and fully understood our **alterations and improvements policy** before submitting an application to carry out an alteration or improvement in your home. Please refer to the **boundary treatment policy** for further information regarding boundaries or fencing. Beyond Housing insists you read and fully understand the **asbestos policy** before carrying out any improvement works.