

Customer Alteration and Improvement Policy	
Document Owner: Director of Asset Management and Sustainability	Document No: AM-PL-002
Date Approved: March 2022	Review Date: March 2025

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1.0 Introduction

1.1 Beyond Housing welcomes the importance customers place in making alterations and improvements to their homes and as such will assess and support requests wherever possible. The alterations and improvements covered by this policy are those arranged by the customer in line with the tenancy agreement, the relevant law, and at their own expense. We will provide clear guidance and advise to the customer on how to complete this process. Customers must contact beyond Housing before making there alterations or improvements to be approved.

2.0 Policy objectives, key performance indicators (KPI), reporting, this policy will:

- Outline our overall approach to customer alterations and improvements
- Provide detailed guidance on how this approach is implemented
- Set out methods of communication that are accessible and carried out in a structured and timely manner

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- Provide information including standards and conditions, which must be adhered to when alterations or improvements are carried out
- Set out customers responsibilities and obligations to building safety, planning standards and ongoing liabilities that they will be responsible for
- Set out what action we will take if customers undertake improvements without first gaining permission from us
- Provide guidance on what compensation customers can claim at the end of their tenancies.

2.1 There are two areas of performance to be measured during the application of this policy and supporting procedure, these are linked to the customer journey and our timely response to these requests.

KPI	Beyond Owner (job role)	Policy objective alignment
Responses where no home visits are required by our surveyors, and the customer has provided the correct information to be able to give a decision. 10 working days from initial request. Target 100%	Customer Services Department	Communication with customer is done in a timely manner
Surveyor's appointment made where a home visit is required to assess alterations and make a decision. 10 working days from request. Target 100%	Asset Management Department	Communication with customer is done in a timely manner

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3.0 Definitions

3.1 Not applicable to the language or terminology used in this policy

4.0 Legislative, regulatory, and strategic alignment

4.1 Permission to carry out alterations or improvements other than minor works only applies once a tenancy has converted to a non-shorthold tenancy; however, we reserve the right to use our discretion for starter (shorthold) tenants requesting non-minor alterations or improvements.

4.2 This policy acknowledges and sets out through the supporting procedure the right to compensation for tenant improvements made to the property at the point when their tenancies end.

4.3 This policy will be implemented with reference to the following:

- Rechargeable Repairs Policy
- Adaptations Policy
- Gas and Heating Safety Policy
- Asbestos Management Policy
- Electrical Safety Policy
- Fire Safety Management Policy
- Making Improvements to Your Home or Garden – Guidance Notes.

4.4 The policy provides alignment with the customer experience roadmap and repairs service policies.

4.5 All alterations or improvements will be looked at on a case-by-case basis and given consideration if there is a conceivable benefit to any protected characteristics under the Equalities Act 2010 and measures may include mobility aids or improvements to assist with any disabilities or impairments.

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5.0 Policy delivery

- 5.1 Customer alteration requests are received electronically, over the telephone or face to face appointments or in paper format by the customer and community's team. Application forms are available to download from our website or can be posted out upon request.
- 5.2 The customer and community's team provide first contact with the customer and respond to the initial application. If the request can be granted without further information the customer will be informed in writing within 10 working days.
- 5.3 If a home visit is required by a surveyor, for technical inspections where more information needs to be gathered on the proposed alteration, the application will be passed to the Asset Planning Team and additional information will be gathered to support the application decision. The application will remain with the Asset Planning Team until a final decision can be made.
- 5.4 Successful applications will remain open until the work has been completed, is of a satisfactory standard, and all documentation and certificates have been received.
- 5.5 Once complete, information will be stored on our electronic document register in the property and tenancy folders for further reference.
- 5.6 When a customer ends their tenancy, they can apply for compensation for the material improvements they have made to the property. These requests are processed by the customer and communities' team, and where required, support from the Asset Planning Team will be provided to assess the condition of the alterations.
- 5.7 Where unapproved customer alterations are identified the customer and communities' team will contact the customer and start the process of gaining retrospective permission. If this cannot be achieved due to the nature of the alteration or there is an immediate danger to the customer, the Asset Planning Team or the Health and Safety Team will

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immediately become involved and emergency repairs may be arranged on behalf of the customer, installations removed and customers recharged for the costs.

6.0 Responsibilities

- 6.1 The Head of Asset Management has overall responsibility for the effective implementation of this policy and is responsible for ensuring that employees involved in its application fully understand their roles and responsibilities.
- 6.2 The Director of Customer Services will be responsible for embedding, implementation and operational delivery of the policy and procedure for non-technical and allowed alterations. Wherever possible a digital portal approach to assist in streamlining the service will be adopted in line with the living journey.
- 6.3 The Head of Asset Management is responsible for ensuring sufficient resource is available for technical inspections where more information needs to be gathered on the proposed alteration.
- 6.4 All employees are responsible for identifying and reporting alterations or improvements that are known to have been undertaken without permission, are unsafe or of an unsatisfactory nature.
- 6.5 Customers are responsible for complying with this policy when making alterations or improvements to their homes.

7.0 Consultation

- 7.1 Consultation on this policy was carried out with the following teams and groups, Customers & Communities, Assets, Customer Experience, Risk and Assurance, EDI Group, and Operation and Commercial.
- 7.2 Customers and colleagues will have direct access to this policy via the website or mypad.
- 7.3 The policy review and consultation were carried out by following the policy framework guidelines.

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8.0 Controls and reporting

First line control	Responsible (Job role)	Reported to:
monthly 10% check on customer service process, letters, use of decision matrix and KPI's	Housing Admin Team Leader	Customer Services Manager

9.0 Approval

Approval and revision Criteria	Information
Document written by:	Investment Programme Manager
Document approved by:	Head of Asset Management
Version No. 001	

Version no.	Revision date	Reason for revision
	3yrs	Changes in Legislation, customer feedback or audit.