

TENANT ALTERATIONS & IMPROVEMENTS - PROCEDURE

1.0 INTRODUCTION

1.1 This procedure describes our arrangements for:

- dealing with a request from a tenant who wishes to carry out alterations or improvements to our property, and
- ensuring that the work carried out has been completed both to our current standards and in accordance with all current statutory requirements.

1.2 This procedure supports the policy '[Tenant Alterations & Improvements](#)' and should be read in conjunction with the procedure '[Compensation for Tenant Improvements](#) ref: AM25a.

Definitions

1.3 An **alteration** is where the tenant:

- alters, removes or replaces any of the existing fabric of the building, its grounds or boundaries;
- replaces an ARK fixture or fitting with one of their own which is of similar quality or standard as the original, e.g. kitchen units or internal doors;
- permanently removes an existing ARK fixture or fitting.

1.4 An **improvement** is where the tenant:

- replaces an ARK fixture or fitting with one of their own which is clearly of a higher standard or quality;
- installs an item where there is none at present, e.g. a new shower;
- extends the floor area of the property in any way, e.g. by adding a conservatory or a porch.

1.5 This procedure contains the following sections:

- 2 - Information to tenants
- 3 - Applying for permission
- 4 - Processing the application – no additional information required
- 5 - Processing the application – additional information required
- 6 - Granting or refusing permission
- 7 - Work in progress – interim inspections
- 8 - Completion of work
- 9 - Permission not applied before work is carried out
- 10 - Updating records & termination of tenancy
- 11 - Appeal against refusal
- 12 - Monitoring and review

2.0 INFORMATION TO TENANTS

- 2.1 Information to tenants on alterations and improvements is given in Section 4 of the Tenancy Agreement and Section 5 of the Tenant's Handbook. Both documents advise tenants that they must contact us to discuss the proposed work, apply for permission in writing and obtain our written agreement before they start any work.
- 2.2 Additional information is also given in the leaflet entitled 'Tenants Alterations and Improvements' (Appendix 1).

Exceptions to written permission

- 2.3 We will not require tenants to complete an application form and go through the whole process for a range of small jobs such as those listed below:
- installing one or more small shelves (up to a maximum of 300mm deep)
 - replacing light fittings (subject to agreement that they will reinstate the original fittings at the end of the tenancy)
 - trimming internal doors (e.g. so as to fit over a carpet)
 - replacing door or drawer handles
 - minor alterations to gardens (e.g. small area of slabbing, laying stone chips, but **NOT** including work on retaining walls or installing a fishpond).

The above are examples and a similar approach may be taken to other small jobs.

- 2.4 An initial enquiry, whether in person, by 'phone, email or letter, will be sufficient. The Maintenance Officer (/MO) will confirm approval in writing (Appendix 2) and save a copy of the letter in the relevant year file in the Maintenance/Alterations & Additions folder.

3.0 APPLYING FOR PERMISSION

Initial contact or enquiry

- 3.1 The Maintenance department is responsible for dealing with applications for alterations or improvements. Any initial contact or enquiry from a tenant will be passed to the MO, failing whom a colleague, who will where possible establish whether or not an application form is required.
- 3.2 Where the work is deemed to be a 'small job' the MO will advise the tenant that they do not need to complete an application form etc. and that the work may proceed. The MO will add a file note with the relevant details, e.g. date of request/approval and type of work, to the appropriate property file for future reference.
- 3.3 Where an application form is required the MO will give or send out the Information Leaflet (Appendix 1) plus an Application Form (Appendix 3), covering letter (Appendix 4) and if appropriate a Guidance Sheet with details of our specification or standards for that particular alteration (see Appendix 5 for a list of current Guidance Sheets).
- 3.4 The MO will save a copy of the letter in the relevant year file in the Maintenance/Improvements & Additions folder.

Receipt of application

3.5 On receipt of the application the MO will:

- log the date of receipt on the form;
- enter the target date for a reply (21 days) and the latest date for a reply (28 days) in his and the Head of Property Management (HOPM) calendars and on the form;
- if it is likely that a decision will take more than 5 days, send the standard acknowledgement letter (Appendix 6) – that day or at the latest the next working day, saving a copy in the year file on the system;
- pass the application and any other information received to the HOPM.

[NOTE: A reply must be sent within 28 days. If no reply is sent in that time the application will be deemed to have been approved. If the application is complicated and requires more time, the reply may be an interim response explaining why more time is needed to make a final decision.]

3.6 The HOPM will:

- check that the form has been completed correctly, with all the information required;
- if appropriate, check that any additional information in support of the application has been received;
- specify on the form and in the database whether the application is an alteration or improvement.

Application incomplete or incorrect

3.7 If the application has not been completed correctly or fully, and/or if any supplementary information required has not been provided, the MO will write to the tenant within 5 working days returning the application and advising what additional information is required (Appendix 7). A copy of the letter will be saved in the year file.

On return of the correctly completed form and/or additional information, the MO will process it as detailed in para. 3.5 above, amending the date of receipt and dates for replies, and sending out a fresh acknowledgement letter if required.

[NOTE: In the remainder of this procedure the HOPM may delegate certain of the tasks detailed to other maintenance staff.]

4.0 PROCESSING THE APPLICATION - NO ADDITIONAL INFORMATION REQUIRED

4.1 Where the HOPM decides that no additional information or a meeting with the tenant is required they will, within 21 days of receipt of the application (earlier if possible), decide whether or not it complies with our standards and conditions, and if so whether or not it may be approved (**see Section 6**).

4.2 The HOPM will write to the tenant, ensuring that the letter is sent by 28 days from receipt of the application at the latest to comply with statutory requirements. A copy of the letter and of relevant approvals will be given to the appropriate Housing Officer.

Where the proposal has not been approved, the PM will give the appropriate reason(s).

[See Appendices 8 and 9 for standard letters approving/not approving the work. In the remainder of this procedure, any letters produced will be saved in the year file.]

Planning Consent

4.3 Where Planning Consent may be involved, the permission letter will clearly state that approval is conditional on the tenant providing either:

- a letter from the appropriate Planning Department confirming that planning consent is not required (i.e. that the proposed work is a 'permitted development'),

OR

- planning approval for the proposed works plus a copy of the approved plans.

The letter will state that work must **not** start until we have acknowledged receipt of the above information and confirmed in writing that work may proceed. A copy of any documents received from the tenant will be returned with that confirmation letter (see Appendix 10).

Building Warrant

4.4 Where a Building Warrant is required, the permission letter will clearly state that approval is conditional on the tenant providing the original of the warrant and a copy of the approved plans, and that the work must **not** start until we have acknowledged receipt of this information and confirmed in writing that work may proceed. A copy of the warrant will be returned with the confirmation letter.

Completion notification form

4.5 The permission letter will include a form for the tenant to complete and send to the MO when the work is complete (Appendix 11).

Checking on Completion – Diary Notes

4.6 Where permission has been granted, the MO will add calendar 'prompts' for e.g. 1, 2 or 3 months later, depending on the type and extent of work to be carried out, and when prompted will contact the tenant to check on progress, assuming it is not already known that the work has been completed (**see also Sections 7 and 8**).

5.0 PROCESSING THE APPLICATION – ADDITIONAL INFORMATION REQUIRED

5.1 If additional information and/or a meeting on site is required before making a decision the MA will contact the tenant, preferably by phone, and request the additional details or seek to arrange a meeting within 7 days.

5.2 If the tenant has not provided the information and/or agreed to a meeting within 7 days, the MA will write to advise that the application cannot be considered until this happens, and that the target date for the formal reply will be extended by the length of time it takes for the information to be provided and/or meeting to be held (Appendix 12).

- 5.3 Following receipt of the information and/or a meeting, the HOPM will consider the application as detailed in section 4 above.
- 5.4 If the tenant has not provided the information and/or agreed to a meeting within 1 month then the MO will write to advise that the application has been cancelled, with the reason (Appendix 13). The applicant will be advised that they may resubmit a further application at any time.

6.0 GRANTING OR REFUSING PERMISSION

Granting permission

- 6.1 We will normally grant permission for an alteration or improvement provided that the proposed works:
- will not be detrimental to the structure and/or long term maintenance of the property, **and**
 - will meet current statutory requirements and/or our current standards, specifications and any other conditions we may apply, **and**
 - will be unlikely to have a detrimental impact on the surrounding area, **and**
 - do not conflict with our sustainability policy.
- 6.2 Permission will be granted subject to various conditions, including:
1. all other necessary approvals (e.g. planning consent or building warrant approval) will have to be obtained by the tenant at their expense and originals of the approvals plus copies of any approved plans must be provided to us before work commences;
 2. where a building warrant is required, the original of the completion certificate must be provided after the work has been inspected and approved;
 3. all works must be carried out to our current standards, which include a high standard of workmanship;
 4. where work on gas and/or electricity supplies is involved, originals of the required safety inspection certificates issued on completion of the work must be provided;
 5. any damage caused to our property as a result of the alteration or improvement must be made good at the tenant's expense;
 6. the alteration or improvement will be maintained to a high standard by the tenant, unless it has been agreed that we will take over responsibility for maintenance;
 7. we reserve the right to require the property to be reinstated to its original condition at any time during the tenancy, if the terms and conditions of the our permission are not being complied with.
- 6.3 Depending on the work to be carried out, additional conditions or restrictions may be applied to ensure that the works are carried out to the required standard and/or to limit the environmental impact on adjacent properties or areas.

Refusing permission

6.4 We will refuse permission where the requirements of para. 6.1 above are not met.

[Note: Neither the 'useful remaining life' of a fixture or fitting the tenant wishes to replace nor any proposals we have to replace/upgrade the fixture or fitting in the near future will be reasons for refusing permission.]

6.5 Where permission is refused the tenant may submit revised proposals. Any revised proposal will be treated as a new application with regard to recording and replying within target timescales etc.

7.0 WORK IN PROGRESS – INTERIM INSPECTIONS

7.1 Depending on the type and extent of the work, the HOPM may wish to carry out interim inspections while work is in progress.

7.2 Should the tenant fail to comply with any instructions regarding inspections, this may result in the work having to be opened up, or alternative arrangements for inspection being made.

8.0 COMPLETION OF WORK

Notification of Completion of Work

8.1 When work is completed the tenant should send the Completion Form to the MO, who will then arrange for an inspection by the HOPM and the handover of relevant documents, if not already provided. Copies of any originals will be sent to the tenant following the visit.

Should the tenant phone or email instead of sending the form, this will be acceptable.

Work satisfactory

8.2 The HOPM will take the original application form and if satisfied with the work will 'sign off' the form and advise the tenant verbally at the end of the visit.

Within 3 working days of the visit the HOPM will write to confirm that the work has been completed satisfactorily. If the work has been classed as an improvement, this letter will include information on whether the tenant will be eligible at the termination of their tenancy to claim compensation, and if so, will advise the tenant to retain all records (receipts etc.) relating to the costs of the work (see Appendix 14 for a sample).

Work not satisfactory

8.3 If the HOPM is not satisfied with the standard of work carried out and/or the tenant's compliance with our terms and conditions, the tenant will be advised verbally of the standard required and/or the conditions to be met, and given a specified time within which to complete any remedial or outstanding work.

- 8.4 Within 3 working days of the visit the HOPM will write to the tenant (Appendix 15) to:
- confirm that the work has not been completed satisfactorily;
 - advise what additional or remedial work is required to meet our standards;
 - specify the timescale within which the work must be completed.
- 8.5 The HOPM will make calendar note to contact the tenant and revisit the property at the end of the specified period. This process may be repeated until either the work has been completed to an acceptable standard or the HOPM decides to take action on an incomplete or unacceptable situation (see paras. 8.7 & 8.8 below).
- 8.6 Following satisfactory completion of any additional work the HOPM will confirm this in writing to the tenant within 3 working days of the final visit. Where an improvement has been carried out the letter will include details about compensation (see para. 8.2 above).

Remedial work not carried out or completed satisfactorily

- 8.7 Where, after giving the tenant a reasonable amount of time, the remedial work has either not been completed, or is not satisfactory, the HOPM will write to the tenant to give a final date by which work must be completed, failing which we will take the necessary action, including legal action if necessary, to ensure that the tenant reinstates the property to its original condition at their own cost, failing which we will arrange for the work to be carried out with the costs being charged to the tenant (Appendix 16).
- 8.8 In serious cases where we believe the safety and integrity and the structure and/or the health and safety of the tenant, any household members, visitors or other members of the public are at risk, we will arrange as a matter of urgency for the required work to be carried out. The costs of the work and any associated costs will be charged to the tenant.

Difficulty in arranging inspection

- 8.9 Where the tenant has confirmed completion of the work but after two approaches they have still not agreed arrangements for an inspection and/or provided any original copies of required certificates, the HOPM will write to the tenant to advise that if arrangements are not made or documents received within 7 days then action, including legal action if necessary, will be taken to achieve the desired result and the costs of any such action will be charged to the tenant (Appendix 17).
- 8.10 The HOPM will also liaise with the appropriate Housing Officer to assist in resolving any difficulties regarding access etc.
- 8.11 Further action will depend on the circumstances in each case and will be decided on by the HOPM. Should legal action be considered necessary the Director of Finance and Housing Services' approval will be required to initiate this.

9.0 PERMISSION NOT APPLIED FOR BEFORE WORK IS CARRIED OUT

- 9.1 Where it becomes known by a member of Housing Services or Maintenance staff that an alteration or improvement has been carried out without permission being obtained the HOPM will be notified and will arrange for the work to be inspected. If the work is acceptable, and if it is agreed that the work may remain, the tenant will be advised they must apply for retrospective approval. The application will be dealt with in the same way as a new application.
- 9.2 Where the work is not acceptable, the action detailed in paras. 8.3 to 8.6 above will be followed.

10.0 UPDATING RECORDS & TERMINATION OF TENANCY

- 10.1 The MO will ensure that copies of all letters sent are saved in the appropriate year file. Letters on the same subject will be numbered '1', '2', '3' etc. in sequence. The application form and any other hard copy information relating to the proposed work will be filed in the appropriate property file.
- 10.2 When the tenancy is being terminated, the person carrying out the pre-termination inspection will check the property file for any applications and whether they were approved or not.
- 10.3 If an 'improvement' has previously been approved, the outgoing tenant will be advised whether or not they may claim a compensation payment, and if appropriate, how to do this.
- 10.4 Where it is decided as part of the pre and post termination inspections that an alteration or improvement will remain, the person carrying out the inspection will ensure that all relevant computer-based and hard copy records are updated to show that ARK has taken over responsibility for ongoing maintenance and repairs. If a member of Housing Services staff carries out the inspection, they will ensure that they advise the MO of any item that is now ARK's responsibility.

11.0 APPEAL AGAINST REFUSAL

- 11.1 A tenant who has been refused permission to carry out an alteration or improvement, or who is unhappy about any restrictions that have been applied or any requirement post-completion to carry out any additional or remedial work, will have the right to appeal against the decision. This right will be included in the relevant letters at each stage in the process.
- 11.2 The tenant will be advised who they should submit an appeal to and the appeal will be responded to and dealt with in accordance with the timescales etc. detailed in our Complaints policy.

12.0 IMPLEMENTATION AND REVIEW

- 12.1 The HOPM is responsible for ensuring that this procedure is implemented when required.
- 12.2 The HOPM will ensure that this procedure is reviewed at least every three years.

Version 3.0 Approved by SLT:

August 2017

Review of procedure due by:

October 2019

Complies with:

Scottish Social Housing Charter

SAMPLE
ARK HOUSING ASSOCIATION

TENANT ALTERATIONS & IMPROVEMENTS

If you wish to carry out any work in your home that would be described as an alteration or improvement, please read this leaflet **BEFORE** you start any work.

Question 1: *What do you mean by 'alteration' or 'improvement'?*

Answer: An **alteration** is where you wish to:

- alter, remove or replace any of the existing fabric of the building, its grounds or boundaries;
- replace an ARK fixture or fitting with one of your own, which is of similar quality or standard as the original, e.g. kitchen units or internal doors;
- permanently remove an ARK fixture or fitting.

An **improvement** is where you wish to:

- replace an ARK fixture or fitting with one of your own which is clearly of a higher standard or quality;
- install a fixture or fitting where there is none at present, e.g. a new shower;
- extend the floor area of the property in any way, e.g. by adding a conservatory or a porch.

Question 2: *What do I have to do?*

Answer: Section 5 of your Tenancy Agreement and Section 3 of your Tenant's Handbook say you must tell us what you are planning to do, and apply in writing for our permission **before** you start any work. To apply, please complete the Application Form enclosed with this leaflet.

For some simple jobs, such as putting up a small shelf, trimming internal doors so that they fit over a carpet, replacing door or drawer handles etc., you will not have to go through the full application process but you will still need to let us know what you plan to do.

If you are not sure if the work you wish to do needs our permission, or whether you need to go through the full application process, please contact the Maintenance staff at our Head Office (Tel: 0131 447 9027) to discuss your plans.

Question 3: What information do I have to supply with my application?

Answer: This all depends on the type of work you plan to carry out. Some examples are:

Garden hut A plan of the garden showing where the hut is to be placed, giving the size of the hut and the distance it will be from the property and/or any boundaries. The application should also include details of the materials to be used for the walls and roof.

Shower Details of where the shower will be installed, the type of shower to be fitted, how far up the wall(s) the tiling will be, and what other protection there will be to ensure there is no damage to walls or flooring from water spray. A drawing may be sent showing all this information.

Kitchen units A scale plan of the new kitchen layout showing the number of wall and floor units, the layout of work surfaces including the sink and the position of any appliances such as a cooker or washing machine etc. Any alterations to existing power points and lighting should also be shown.

Garage For a detached garage, a plan of the garden showing where the garage will be placed, giving the size of the garage and the distance(s) from the property and any boundaries. The plan should also show how vehicles will access the garage and whether any alteration to the existing pavement is needed. The application should give details of the materials to be used for the walls and roof.

NOTE: For some types of work we have guidance sheets that we will send you.

Question 4: Do I need to contact anyone else?

Answer: Depending on the type of work, you may have to apply for **Planning Consent** and maybe also a **Building Warrant** from your local Council.

For certain types of work obtaining Planning Consent and/or a Building Warrant before you start is a **legal requirement**. You are responsible for checking if either or both of these permissions are required, and if they are, you will be responsible for applying to the Council and paying the necessary fees etc.

When you apply for our permission you will have to tell us whether or not planning Consent or a Building Warrant will be required and if yes, if you have applied for and received permission.

Question 5: What if I do not ask for your permission before I carry out any work?

Answer: It is a condition of your tenancy that you must ask for our permission. If you do not get our permission first, we will have the legal right to ask you to 'undo' any work you have done and to reinstate the property back to how it was before you started. You will have to pay all the costs for this work – so please do speak to us first.

Question 6: *What about re-decoration?*

Answer: You **do not** have to tell us if you plan to re-decorate using wallpaper or paint.

You do have to tell us if for example you plan to tile a wall, or add pine panelling to a wall. Please note, you are **not** allowed to use 'Artex' or similar textured products on walls or ceilings.

Question 7: *Are installations such as satellite dishes, extra lighting, laminate floorings and burglar alarm systems covered by these arrangements?*

Answer: Yes they are. In the case of flats, laminate flooring may only be laid in a ground floor flat, because of the noise disturbance caused by this to people below.

Question 8: *What happens after I send you my application form?*

Answer: If we can make a decision within 5 working days, we will send a written reply within that time. If we need more time to consider your plans we will acknowledge receipt of your application within 3 working days. We may then contact you, and possibly also visit you, to discuss your plans. If Planning Consent and/or a Building Warrant is required we will confirm that you **must** show these to us before you start work.

Question 9: *How long will it take for you to consider my application?*

Answer: Most applications will be straightforward and should be dealt with either within 21 days (3 weeks) at the most. Our aim will be to reply to you within 28 days (4 weeks) at the latest. However if the proposal is very complicated we may need longer. We will write to you within 28 days if this happens and let you know when we think we will be in a position to let you know our decision.

Question 10: *Will you attach any conditions if you approve my application?*

Answer: For some types of work we will have some standards you will have to comply with. We will send you details of these standards. We may also need to make some conditions about how the work is done, or remind you that the work must be carried out by qualified or registered tradesmen. For example, if you wish to instal gas appliances you must use a contractor who is registered on the Gas Safety Register. Any electrical work must be carried out by EIC contractors.

IMPORTANT

For legal and safety reasons, alterations or extensions to the electrical wiring system and to gas pipework can only be carried out by competent and qualified tradesmen. When such work is finished a safety certificate, signed by the contractor's staff to verify that the work has been carried out correctly, must be provided and this certificate must be passed to us. It will be your responsibility to employ competent tradesmen and to get the electrical or gas safety certificate from them when work is finished.

Question 11: What happens when the work is finished?

Answer: You need to tell us when the work is complete. You will receive a form which you should send to us when work is finished. We will then arrange to inspect the work and tell you if it has been carried out satisfactorily or not. If any other work is needed to meet our standards we will tell you what has to be done and agree a timescale with you for this to be completed.

**We hope the information in this leaflet has been helpful to you.
If you have any other questions, please contact our Maintenance
staff in the first instance (Tel: 0131 447 9027).**

SAMPLE

Date

Name

Address

Address

Town

Postcode

Ref:

Dear Salutation

Application to carry out an alteration or improvement

Thank you for your enquiry about permission to carry out the following work at your home:

[enter details of proposed work]

I am writing to confirm that you do not need to go through the formal application process for this work.

The Association agrees to your request, subject only to the condition that where you need to employ a tradesman, they must be suitably qualified to carry out the work required.

You may now go ahead and arrange for the work to be completed.

If you have any questions about our permission or this letter, please contact me at our Head Office.

Yours sincerely

Name

Maintenance Officer

SAMPLE

APPLICATION TO CARRY OUT AN ALTERATION OR IMPROVEMENT

Your name, address & phone number:

Please give full details of the work you wish to carry out. Continue on a separate sheet if required and enclose a copy of any sketch diagram or plans for the work.

Who will be carrying out the work? If you have not chosen a particular firm yet, please state whether you will be using a contractor, or doing the work yourself, etc.

What are the estimated costs of the proposed work? £

When do you plan to carry out the work?

Will the work require Planning Consent from your local Council?	YES/NO* (* Circle one)
If yes, have you applied? YES/NO*	If yes, have you received approval? YES/NO*

Will the work require a Building Warrant?	YES/NO* (* Circle one)
If yes, have you applied? YES/NO*	If yes, have you received approval? YES/NO*

UNDERTAKING [* Delete whichever does not apply]

I/we* agree that if my/our* proposal is approved, I/we* will ensure that the work is carried out to:

- all current national standards and codes of practice, where applicable;
- any other standards and the quality that ARK HA requires.

I/we* agree that before any work starts I/we* will obtain and exhibit to ARK HA any Planning Consent and/or Building Warrant required, and that I/we* will obtain and pass to ARK HA all building, gas and/or electrical safety certificates required, following completion of the work.

I/we* agree that if the work does not meet the required standards I/we* will arrange for remedial work to be carried out at my/our* expense.

I/we* agree that if ARK HA has to undertake any remedial work because the work carried out by others has either not been finished, or is below the standards required (including the quality of the work) then I/we* will reimburse ARK HA for the costs of their work.

I/we* agree to ensure that the work is completed within any time limits set by ARK HA.

I/we* accept that at the end of my/our* tenancy ARK HA may required me/us* to reinstate the property to its original condition, and I/we* agree to do so at my/our* expense.

Signed 1. _____ (Tenant) Date _____
2. _____ (Joint Tenant) Date _____

FOR OFFICE USE		
Ref no: _____	Date received: _____	
Added to system on: _____	Acknowledged on: _____	
Passed to PM on: _____	Application approved: YES/NO*	
This proposal is an: Alteration / Improvement* (<i>*Delete whichever does not apply</i>)		
Signed: _____ (PM)	Date: _____	
Reply due by: _____	Interim reply sent on: _____	Final reply sent on: _____

FOR OFFICE USE	
Completed work inspected on: _____	Work satisfactory / not satisfactory* (<i>*Delete one</i>)
Signed: _____ (PM)	Date: _____
Where not satisfactory, tenant advised of remedial / additional work required. YES/NO*	
Remedial work inspected on: _____	Work satisfactory / not satisfactory*
Signed: _____ (PM)	Date: _____

SAMPLE

Date

Name

Address

Address

Town

Postcode

Ref:

Dear Salutation

Application to carry out an alteration or improvement

Thank you for your enquiry about permission to carry out the following work at your home:

[enter details of proposed work]

I enclose our Information Sheet on Tenant Alterations & Improvements which will hopefully answer most of your initial questions. Please read this carefully and if you have any other questions, please contact me at the number shown below.

Also enclosed is our Application Form. If you still wish to go ahead with the work after reading the Information Sheet, please complete the form as fully as possible. Please also complete and sign the Undertaking. If you have a joint tenancy, both tenants must sign the Undertaking.

With regard to the questions about Planning Consent and Building Warrant, if you are not sure if you need these please contact the Planning Department of your local Council, who will be able to advise.

If we have particular standards that apply to the work you wish to carry out, there will also be a Guidance Sheet enclosed with this letter. Please ensure that you follow these standards. If you will be employing a Contractor to carry out the work, please pass on the Guidance Sheet to them before you agree a final estimate of the costs.

To comply with the Housing (Scotland) Act 2001 we have to reply to your application within 28 days at the latest. This period will start from the date that we receive your completed application. If your application is not complete and we have to return it to you for additional information, the 28 day period will start from when we receive the fully completed form.

If you have any questions about the contents of this letter or about your application, please contact me.

Yours sincerely

Name

Maintenance Officer

SAMPLE**TENANT ALTERATIONS & IMPROVEMENTS - GUIDANCE SHEETS**

The following Guidance Sheets give details of the specifications and standards etc. that we require to be met by tenants who wish to carry out the alteration or improvement listed.

The appropriate Guidance Sheet should be given out along with the Information Sheet and Application Form.

1. Decking
2. External doors
3. Fencing – new or alterations
4. Flooring alterations
5. Footpaths & driveways
6. Garden shed
7. Gas heating systems
8. Internal walls
9. Kitchen alterations
10. Over-bath shower
11. Shower with shower tray

SAMPLE

Date

Name

Address

Address

Town

Postcode

Ref:

Dear Salutation

Application to carry out an alteration or improvement - Ref. no. number

Thank you for your application for permission to carry out an alteration or improvement to your home.

Your application form was received on [Date received].

Your application will be considered by Jackie O'Neill, our Head of Property Management. We will write to advise you if it has been approved within 28 days at the latest, i.e. by [28 days date].

If we need additional information before we can make our decision, we will be in touch with you as soon as possible.

If you need to contact us at any time about your application, please quote the reference number given in the heading of this letter.

Yours sincerely,

Name

Maintenance Officer

SAMPLE

Date

Name

Address

Address

Town

Postcode

Ref:

Dear Salutation

Application to carry out an alteration or improvement - Ref. no. [number]

I refer to your application to carry out an alteration or improvement.

Unfortunately we are not able to consider this as the Application Form is not complete or we need some additional details.

I enclose the Form and have marked the sections where we need information (or attached a note where we need more information). Please provide the information requested and return the Form as soon as possible.

The 28 day period for considering your application will start from the date we receive the completed Form.

If you need to discuss this request, please contact me at the address below, and quote the reference number given in the heading of this letter.

Yours sincerely,

Name

Maintenance Officer

SAMPLE

Date

Name

Address

Address

Town

Postcode

Ref:

Dear Salutation

Application to carry out an alteration or improvement - Ref. no. [number]

I refer to your application to carry out an alteration or improvement and am pleased to advise you that your request has been approved.

You should now arrange to have the work carried out as soon as possible, subject to the conditions stated on the reverse of this letter, as applicable.

Where we have provided you with a Guidance Sheet, please ensure that you or your Contractor complies with any standards set out in that sheet.

If you need Planning Consent and/or a Building Warrant for the work and you have not already obtained these, it is essential that you obtain them **before** any work starts and you must comply with any conditions set out.

You must also confirm to us that you have received any approvals required **before** you start work. We will arrange with you to obtain the originals, which we have to keep, and leave you with copies.

We may contact you to check on progress with the work, and may also arrange to inspect the work while it is in progress.

Enclosed with this letter is a Completion Form. When the work has been carried out please complete this Form and send it to me at the address below. We will then contact you to arrange a convenient date and time to inspect the work and advise you whether or not it meets our standards. You should advise any Contractor or tradesman working for you that we will be inspecting the work when it is finished.

If you have any questions about any of the information in this letter or the conditions overleaf, please contact me.

I look forward to hearing that the work has been completed.

Yours sincerely,

Name

Head of Property Management

TENANT ALTERATIONS & IMPROVEMENTS

CONDITIONS THAT APPLY TO AN APPROVED APPLICATION

Permission to carry out the work is given subject to the following conditions:

1. All other necessary approvals, e.g. Planning Consent or Building Warrant, must be obtained by you at your expense. The originals of any approvals plus copies of any approved plans must be provided to ARK HA **before** you start work. We will provide you with copies.
2. Where a Building Warrant is required, the original of the completion certificate must be provided to us after the work has been inspected and approved by the Building Control Officer.
3. All works must meet current statutory requirements and any other standards or specifications we apply.
4. All works must be carried to our current standards, which include a high standard of workmanship.
5. Where work is carried out on gas and/or electricity supplies, you must obtain the statutory safety inspection certificates from the Contractor(s) who carried out the work. These certificates must be passed to us.
6. Any damage caused to other parts of the property as a result of the work must be repaired at your expense.
7. Unless we have agreed to take over responsibility for the alteration or improvement, you will be responsible for maintaining and repairing it to our standards, for the remainder of your tenancy.
8. We reserve the right to instruct that the property is reinstated to its original condition at any time, if the terms and conditions of our permission are not being complied with.

SAMPLE

Date

Name

Address

Address

Town

Postcode

Ref:

Dear Salutation

Application to carry out an alteration or improvement - Ref. no. [number]

I refer to your application to carry out an alteration or improvement and am writing to advise you that on this occasion it has not been possible to approve your request.

This is because [enter reason(s) either as a continuation of the sentence or if there are several reasons, as a bullet point list]

You may submit a revised application at any time, and if you wish to do so please contact me for another application form.

If you wish to discuss the reasons for not approving your request, or any alternative proposals to ensure they would meet our requirements, please contact me at the address below.

Yours sincerely

Name

Head of Property Management

SAMPLE

Date

Name

Address

Address

Town

Postcode

Ref:

Dear Salutation

Application to carry out an alteration or improvement - Ref. no. [number]

Thank you for sending the original copy of the Planning Consent and/or Building Warrant for the above work.

I am pleased to confirm that these are satisfactory and that you may now arrange for the work to be carried out.

I enclose a copy of the approval(s) for your retention.

Yours sincerely

Name

Maintenance Officer

SAMPLE**TENANT ALTERATIONS & IMPROVEMENTS - COMPLETION FORM**

1. Your name _____ (Please print)

2. Address _____

3. Tel. no. _____

4. The work described below has been completed and may now be inspected:

Description of work: _____

5. Please circle 2 or 3 days in the week when you would be available for a visit, and whether you would prefer a morning or afternoon appointment:

Monday Tuesday Wednesday Thursday Friday Morning Afternoon

6. Did the work involve alterations to your electrical supply? *(Circle one)* **YES / NO**

7. Did the work involve alterations to your gas supply? *(Circle one)* **YES / NO**

If you answered **YES** to one or both of the above questions, please attach the electrical and/or gas safety inspection certificates the Contractor should have given you when the work was completed. If you do not have these certificates please contact your Contractor and ask for them as quickly as possible.

8. Did the work require a Building Warrant? *(Circle one)* **YES / NO**

If you answered **YES** please attach the Building Control completion certificate. If you do not have this please contact the Building Control office at your local Council as quickly as possible.

Signed _____ *(Tenant)*

Date _____

Please return this form to: Maintenance Department, ARK Housing Association, The Priory, Canaan Lane, Edinburgh EH10 4SG

SAMPLE

Date

Name

Address

Address

Town

Postcode

Ref:

Dear Salutation

Application to carry out an alteration or improvement - Ref. no. [number]

I refer to our recent discussion and am writing to advise you that we will not be able to consider your recent application until we receive the information requested, including if required arranging a meeting at your home.

I would confirm therefore that the 28-day target for replying to your request will be extended by the length of time it takes for the details requested to be provided.

I look forward to hearing from you in the near future.

Yours sincerely

Name

Maintenance Officer

SAMPLE

Date

Name

Address

Address

Town

Postcode

Ref:

Dear Salutation

Application to carry out an alteration or improvement - Ref. no. [number]

I refer to my previous letter of [appendix 12 letter date] and write to advise you that as it is now 1 month since we requested the additional information, including a meeting if required, and as this has not been provided, I am cancelling your application.

You may submit another application at any time, and if you wish to do so, please contact me for an application form.

Yours sincerely

Name

Maintenance Officer

SAMPLE

Date

Name

Address

Address

Town

Postcode

Ref:

Dear Salutation

Application to carry out an alteration or improvement - Ref. no. [number]

I refer to my recent inspection visit and am pleased to confirm that the work has been carried out satisfactorily, and that there is no additional work required to comply with our standards.

[Additional paragraphs for an improvement only – delete if not applicable]

This work is classed as an 'improvement', which means that you have improved the standard of the property by the work carried out.

Should you end your tenancy in the future, then under the Housing (Scotland) Act 2001 you may be entitled to financial compensation for carrying out this work. This amount of any payment is determined by a set national formula and will depend on the number of years between now and the ending of your tenancy, the expected life of the improvement, and its original cost.

If you think that you may wish to be considered for compensation in the future, please ensure that you keep all receipts and records of all payments, as these will be required as part of the process and it will not be possible to consider a claim without them.

If you have any questions about the information in this letter, please contact me at the address below.

Thank you for ensuring that the work has been carried out to a good standard.

Yours sincerely

Name

Head of Property Management

SAMPLE

Date

Name

Address

Address

Town

Postcode

Ref:

Dear Salutation

Application to carry out an alteration or improvement - Ref. no. [number]

I refer to my recent visit and write to confirm the information I gave you at the end of the inspection, namely that the work has not been completed satisfactorily to the required standard.

The additional or remedial work required to achieve our standards is as follows:

[list work required, in bullet points if applicable]

Please arrange for this work to be carried out as soon as possible, and within a maximum of [no. of weeks] at the latest. Please contact me for a further inspection as soon as the extra work has been completed.

If you have any questions about the information in this letter, please contact me at the address below.

Yours sincerely

Name

Head of Property Management

SAMPLE

Date

Name

Address

Address

Town

Postcode

Ref:

Dear Salutation

Application to carry out an alteration or improvement - Ref. no. [number]

I refer to my recent inspection visit and to my letter of [appendix 15 letter date].

I am concerned to note that the work required has still not been carried out, and write to advise you that this must be completed by [final date].

If the work is not completed to our satisfaction by that date we will take the necessary action, including legal action if required, to ensure that the work is done. This may mean that you have to reinstate the property to its original condition at your cost, failing which we will carry out the work and charge you the costs.

To avoid us having to take further action, it is in your interests to have the outstanding work completed by the date above. Please arrange to do so as quickly as possible then contact me so that I can arrange a final inspection.

If you have any questions about the information in this letter, please contact me at the address below.

Yours sincerely

Name

Head of Property Management

SAMPLE

Date

Name

Address

Address

Town

Postcode

Ref:

Dear Salutation

Application to carry out an alteration or improvement - Ref. no. [number]

You let us know on [date of notification] that the alteration work in your home had been completed, but despite at least two attempts to do so, you have still not agreed a date and time for an inspection visit.

As your landlord we have the right to gain reasonable access to inspect our properties, to ensure that they are being maintained properly and that they are safe and fit for use.

Please contact our office within the next 7 days to arrange a visit. If you do not make a suitable arrangement we will take the necessary action, including legal action if necessary, to gain access. Any costs we incur in taking that action will be charged to you.

I look forward to hearing from you in the near future.

Yours sincerely

Name

Head of Property Management