

NORTH VIEW Housing Association

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North View is a registered Scottish charity – charity registration number SC032963

POLICY

TENANT ALTERATIONS, IMPROVEMENTS AND COMPENSATION

Passed:-	24/01/2024	Review Date:-	12/2029
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All North View policies and publications can be made available on CD/data-to-voice, in Braille, large print and community languages.

For further details please contact us on 0141 634 0555 or email us on enquiries@nvha.org.uk

1.0 Introduction

- 1.1 This Policy has been developed to allow tenants to make alterations to their homes, subject to the Association's written permission and any conditions laid down.
- 1.2 The Policy also defines which works qualify as "improvement works" under the terms of the Regulations and are therefore eligible for compensation at the end of the tenancy.
- 1.3 In preparing this Policy, the Association has incorporated provisions of the following:
 - Housing (Scotland) Act 2001;
 - the Scottish Secure Tenants (Compensation for Improvements) Regulations 2002 ("the Regulations").
- 1.4 The intention of having the Policy is to complement the Regulations by stating how the Association interprets some of the content of the Regulations.
- 1.5 In the event of conflict, the Scottish Secure Tenants (Right To Repair) Regulations 2002 will always take precedent over this Policy.
- 1.6 The following sections of the Scottish Social Housing Charter are relevant to this Policy:

Outcome 1 (Equalities):

Social landlords perform all aspects of their housing services so that:

- every tenant and other customer has their individual needs and rights recognised, is treated fairly and with respect and received fair access to housing and housing services.

Outcome 3 (Communication):

Social landlords manage their businesses so that:

- tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.



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NORTH VIEW HOUSING ASSOCIATION

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2.0 Alterations and Improvements

- 2.1 Any request to carry out alterations or improvements must be made in writing by the tenant to the Association on a Standard Association Application Form for this purpose. Permission to carry out the requested alteration or improvement will not be unreasonably withheld. However, Association's Maintenance Team will vet any request for the following reasons:
- to safeguard the building, e.g. to ensure structural walls are not tampered with, heavy brick fireplaces are not putting extra loading on the floor/ceilings, gas pipes and electrical wires are safely and securely installed and appliances are suitable for the property;
 - to give the tenant the right to compensation if they leave the property with the alteration/improvement intact;
 - to ensure no alterations or improvements are carried out during contractors defect liability periods;
 - to advise tenants when building warrants or planning permission are required;
 - to encourage tenants to improve their home at the same time as advising them on the best materials and/or most efficient methods.
- 2.2 Where the alterations request involves the construction of a structure within common areas, such as a shed or boundary fence, the tenant must also demonstrate that they have reached agreement with all tenants within the property and any adjacent properties.
- 2.3 Where unauthorised alterations or improvements are discovered, formal permission may be granted and recorded retrospectively. However, if the standard of workmanship required by the Association has not been reached, any unauthorised alterations will be removed and suitably disposed of by the person responsible for the structure within 7 days of notification by the Association. Thereafter the Association will remove it and recharge the cost of the removal to the tenant concerned.
- 2.4 The fitting of TV satellite dishes by tenants to the exterior of buildings is not allowable. However, the Association will, upon receiving a prior written request, not unreasonably withhold permission to fit the dish as long as the applicant has gained local authority planning consent. Where the applicant is resident within a tenement building, they must demonstrate that they have sought the written agreement of other tenants within the close prior to the Association allowing consent.



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- 2.5 The consent will always be subject to the satisfactory cabling of the installation by the company supplying the satellite dish which will be sealed so as not to allow any ingress of water to the fabric of the building. Cabling will also have to be fixed to the building in a neat fashion not allowing cabling to hang unsecured from the building. If and when the cabling is removed, the tenant will be responsible for the satisfactory reinstatement of the building where cabling has been removed.
- 2.6 The Association will aim to reply to any written request to make alterations within 28 days of the date of receipt, where after, automatic permission will be deemed to have been granted. Where permission has been refused, the tenant may appeal against the decision in writing to the Association's Director within 28 days of being notified. Any subsequent appeal would be dealt with through the Association's normal appeals procedure.

3.0 Compensation For Qualifying Improvement Work

- 3.1 Improvement work is any work that consists of the installation or replacement of an item as set out in the appendix 1 and is best described as 'straight line depreciation'. Payment of compensation would be subject to the following conditions:

Compensation will not be payable when the compensation amount payable is less than £100 and where the tenancy ends in one or more of the following circumstances:

- Where tenant has been evicted;
- Where tenants home has been subject to demolition;
- Where tenants home has been transferred to alternative landlord;
- Where tenant has exercised right to buy;
- Where the Association has granted tenant a new tenancy whether alone or jointly, of the same house;
- Where the Association is not provided with an invoice.

- 3.2 Where the cost of the improvement work was excessive, or the improvement effected by the work has deteriorated at a rate greater than that provided for in the notional life for that improvement; or the improvement effected by the work is of a higher quality than it would have been had the landlord effected it, then the Association may deduct from the amount of compensation calculated such sum as is reasonable in order to take into account of these factors.

- 3.3 Where the improvement effected by the work has deteriorated at a rate lower than that provided for in the notional life for that improvement the landlord may add to the amount of compensation calculated such sum as is reasonable in order to take



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this into account.

- 3.4 Compensation will not be payable to the extent that the amount of compensation would exceed £4,000 per improvement.

4.0 Calculation of Compensation

The amount of compensation payable for an eligible improvement should take into account wear and tear and depreciation. We will adopt the following calculation method of assessing compensation:

$$C \times [1 - (Y/N)]$$

where:

C = the cost of the improvement

Y = the age of the improvement in wholes years, rounded up

N = the notional life of the improvement

End

reviews and amendments

- 4/4/07 - Policy formed by combining the 'Alterations by Resident', 'Right to Compensation for Improvements' and 'Satellite Dish Installation' policies.
- 31/7/14 - Policy reviewed.
- 30/3/16 - Policy reviewed.
- 24/1/24 - Policy reviewed.



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APPENDIX 1

QUALIFYING IMPROVEMENT WORK AND NOTIONAL LIFE

Item	Notional life in years
Bath or shower	12
Cavity wall insulation	20
Sound insulation	20
Double glazing or other external window replacement or secondary glazing	20
Draught proofing of external doors or windows	8
Insulation of pipes, water tank or cylinder	10
Installation of mechanical ventilation in bathrooms and kitchens	7
Kitchen sink	10
Loft insulation	20
Rewiring and the provision of power and lighting or other electrical fixtures including smoke detectors	20
Security measures other than burglar alarm systems	15
Space or water heating	12
Storage cupboards in bathroom or kitchen	10
Thermostatic radiator valves	7
Wash hand basin	12
WC	12
Work surfaces for food preparation	10



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