

tenant led alterations and improvements policy

The following document provides you with a brief summary of our Tenant Led Alterations and Improvements Policy and sets out the level of service you can expect from believe housing.

We appreciate the importance of a tenants need to feel that their house is their home.

As such, we will assess, and support tenant led alterations and improvement requests to encourage tenants to take pride in their home. We will complete a full appraisal of a tenant led alteration and improvement request in line with the tenancy agreement and relevant law. The following information clearly explains what you can expect from us; and what we can expect from you.

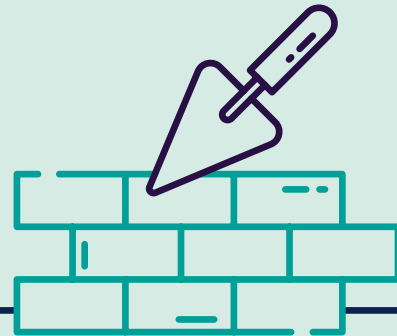
alterations and improvements

believe housing

- Provide clear and precise information on our requirements for tenant led alterations and improvements.
- Define the tenants' responsibilities for carrying out alterations or improvements.
- Provide guidance as to when permission for an alteration or improvement can be refused.
- Identify what action we will take when an alteration or improvement has been undertaken without approval.
- Provide clear guidance on a tenant's right to compensation for an alteration or improvement at the end of the tenancy.
- Set out how tenants can appeal against decisions made by us on their applications.

customers

- Request permission from us to carry out any alterations or improvements to your home.
- Follow the policy guidelines and its approach to Tenant Led Alterations.

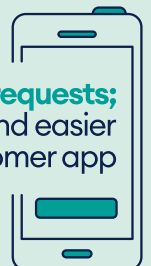


how do i request permission to carry out work in my home?

You can contact us in a variety of ways at a time and place that suits you.

- App: [click here to download](#)
- Call: **0300 1311 999**
- Email: hello@believehousing.co.uk
- Visit: www.believehousing.co.uk

repairs, rent and requests;
they're all quicker and easier
with our customer app



You can view our tenant led alterations and improvements policy on our website at: www.believehousing.co.uk/policies