

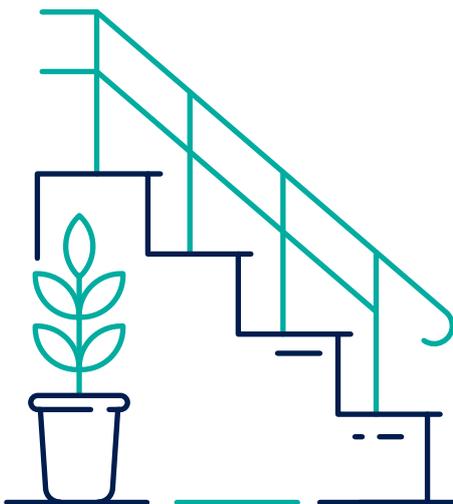
tenant led alterations and improvements policy

July 2021

believe
housing

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section 1

policy statement

- 1.1. believe housing appreciate the importance of a tenants need to feel that their house is their home. As such, it will assess, and support tenant led alterations and improvement requests to encourage tenants to take a 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, to provide clear advice and precise guidance to the tenant on how to complete this process.
- 1.2. This policy statement outlines our overall approach to tenant led alterations. Detailed guidance on how this approach will be implemented can be found in the tenant led alterations procedure which should be read in conjunction with this policy statement.

section 2

policy and procedure aims

- 2.1. The key aims of the policy and procedure are to;

Aims

- 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.

section 3

Scope

- 3.1. This policy and the associated procedure cover how we will assess tenants' requests to improve or alter their homes and apply for compensation as set out in section 28, 49 and 50 of the tenancy agreement.
- 3.2. The right to carry out alterations or improvements other than minor works only applies once a tenancy has converted to a non-shorthold; however, believe housing reserves the right to use our discretion for starter (shorthold) tenants requesting non-minor alterations or improvements.
- 3.3. The policy and procedure will also cover what action we will take when an alteration or improvement has been completed without permission, and how we will compensate tenants at the end of the tenancy for permitted improvements.

section 4

roles and responsibilities

- 4.1. The Director of Assets and Compliance will have overall responsibility for the implementation of this policy.
- 4.2. The Adaptations and Tenant Led Alterations Manager will ensure that the policy and associated procedures are embedded within the operational delivery of the adaptations service. In addition, they will ensure that all staff are aware of their responsibilities and are adequately trained to carry them out.
- 4.3. believe housing staff and customers will follow the policy guidelines and its approach to Tenant Led Alterations.

section 5

monitoring and review

- 5.1. This policy statement will be reviewed periodically and at least every three years to ensure it captures any;
 - Changes in relevant legislation.
 - A significant incident
 - Any issues raised about the policy statement by an independent organisation (such as an inspection/audit) which then in our opinion would require a review of this policy.

section 6

links to other policies and procedures

- 5.1.
 - Tenant Led Alterations and Improvements Procedure
 - Repairs and Maintenance Policy
 - Health and Safety Policy

