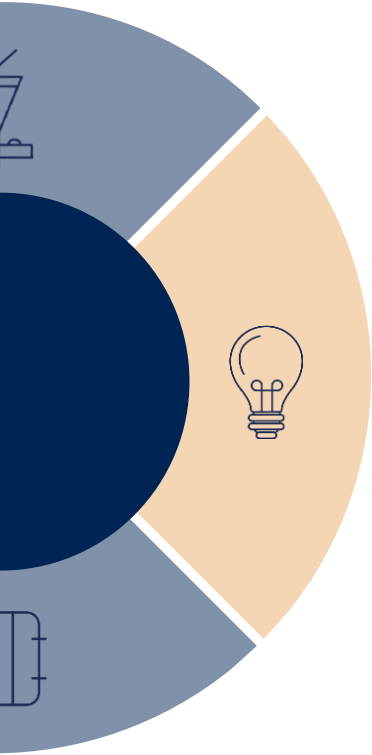
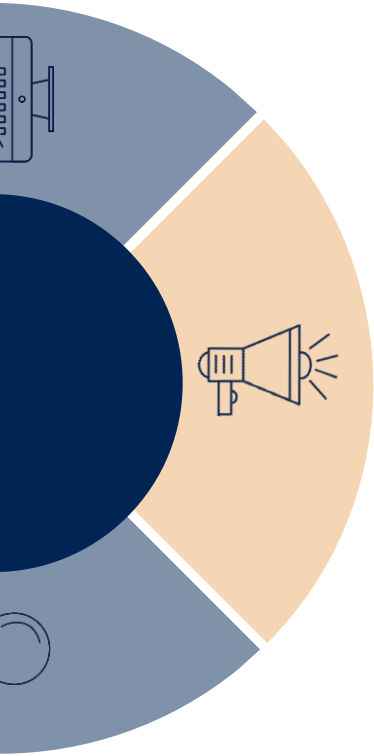


- previously known as tenant led alterations
- on average 205 improvement requests per month
- 1 in 5 would never progress past the initial application
- policy and process lacked clarity resulting in lengthy delays and inconsistent responses
- not a good service for customers nor demonstrating value for money – labour intensive for applications that may not proceed
- was combined both home improvements and requests for adaptations



- service switched off in september 2022 to rewrite the policy and process, and consolidate any remaining requests
- significant reviews, research and consultations carried out with customers
- aim to provide clarity and understanding of minor and major improvement categories
- consider a proposal of charging a fee for major improvements to recover some of the costs associated with assessing these applications
- two focus groups held to ask customers about home improvement categories and the proposal to charge a fee for major improvements
- 92% of customers in attendance agreed with charging a low-cost fixed fee for assessing major improvements



- new customer home improvements policy approved by board January 2023, systems update and retraining commenced
- distinction between minor and major improvement categories, including easy to understand eligibility criteria
- introduction of a non-refundable £50 + VAT fee for major improvements
- clear criteria and reasoning for pre-approved improvements and prohibited works – requested by customers
- streamlined process supported by proactive communication and signposting
- protects the interests of existing and future customers and properties, and promotes health and safety, sustainability and value for money
- new and separate independent living policy for adaptation requests



- new home improvement service went live in February 2023
- 288 cases opened since; 227 home improvements and 61 unauthorised works
- for home improvements, 164 approved, 63 ongoing and 8 refused
- £360 collected in major improvement fees (6 cases) – significantly better use of resources
- work ongoing with dynamic response trial to continue to improve customer experience through using our website, customer app and portal



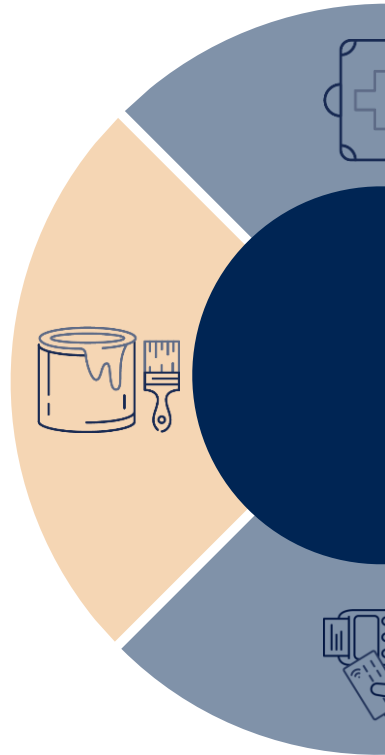
front door | 12 working days



garden shed | 3 working days

decoration allowance policy | the reasons

- no previous policy resulted in ineffective and inconsistent decision-making
- originates from reviewing and listening to customer complaints, feedback and satisfaction
- researched against other providers and industry best practice
- takes customer needs into account where a monetary decoration allowance would not be suitable
- new supplier for local customer support, a digital platform and a greater range of products
- focus group held to include customer feedback in the new policy
- 100% of customers in attendance agreed that the new policy is fair and the amounts offered are reasonable



decoration allowance policy | the reasons

1 Wall or Ceiling	£	25		
Per Room	£	50		
Bedsit	£	110		
Bungalow			House	
1 Bedroom	£	150	1 Bedroom	£ 200
2 Bedroom	£	200	2 Bedroom	£ 250
3 Bedroom	£	250	3 Bedroom	£ 300
4 Bedroom	£	300	4+ Bedroom	£ 350

