

decoration and major works contribution policy

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1. Policy statement

- 1.1. believe housing understands the importance of a customer's house feeling like their home. Homes will routinely be surveyed for required investment works and planned improvements as well as major repairs required outside of the existing planned programme of works.
- 1.2. We acknowledge that any kind of works can be messy and disruptive to customers and as such we have support elements in place to help.
- 1.3. This policy statement outlines our overall approach to supporting customers following works or planned improvements and seeks to ensure that colleagues and customers are aware of what is available to them and how they will receive this.

2. Policy aims

- 2.1. The key aims of the policy are to:
 - provide clear information to customers in relation to decoration contributions and other support services and how these will be provided to customers in a way that is fair, transparent and consistent
 - support customers to maintain their home in a way that provides choice and flexibility
 - provide clear guidance on a customer's right to a decoration contribution.
- 2.2. This policy outlines our responsibilities in issuing and managing decoration contributions.
- 2.3. A decoration contribution is intended as a provision towards the cost of materials and equipment needed to carry out internal decoration work.
- 2.4. It is not expected to always meet the full cost of all redecoration to all rooms.

3. Planned improvements and major repairs

- 3.1. A decoration contribution will be allocated to a customer where planned maintenance or major repair works have been undertaken by believe housing, which have disrupted the interior decoration.
- 3.2. The amount will be proportionate to the level of disruption that has happened as part of the works and will be up to the maximum amount listed in Appendix 1.
- 3.3. The amount allocated will depend on the extent of the damage and will be limited only to the rooms affected.

4. Compensation

- 4.1. Decoration contributions are intended to allow customers choice in the decoration of their home. The contributions may not meet the full costs involved.

- 4.2. When undertaking work, we will always endeavour to take the utmost care in customers' homes and discuss any damage that is unavoidable at the earliest stages with our customers.
- 4.3. Post-work inspections will be made by a believe housing colleague or their contractors before any decoration contribution is allocated. The purpose of the inspection will ensure the contribution is in line with the guidance in this policy and our customers are clear in terms of what is being provided and why.

5. Administration of the scheme

- 5.1. We will use the values in Appendix 1 to calculate the maximum amount that customers are eligible to receive.
- 5.2. We will provide detailed information and signpost customers with a decoration contribution to the providers within our scheme, informing them how the contribution can be used.
- 5.3. Customers will be able to choose from the full range of decorating products from the nominated provider. Should the cost of the decorating products chosen exceed the value of the contribution, the customer will be required to pay the difference.
- 5.4. Where required, we will provide all relevant health and safety and asbestos information required to enable customers to safely carry out the work.
- 5.5. We will never issue decoration contributions to customers in the form of cash or cheques.
- 5.6. The decoration contribution will be issued to the customer within four weeks of works being completed.
- 5.7. Decoration contributions have a 12-month expiry. Any customers who feel they will be unable to redeem their contribution within the 12-month period should contact us at the earliest opportunity to allow us to understand if further support with redecoration is required.

6. Assistance to decorate

- 6.1. Where a customer has informed us they will have difficulty redecorating, a member of our Major Works Team will attend the property and discuss assistance to decorate.
- 6.2. This will not impact where new kitchens and bathrooms have been installed as they are fully decorated as part of the improvement works.
- 6.3. Customers will be provided with detailed information ahead of works starting and should notify us of any assistance they need at this point.
- 6.4. Where a customer indicates that they will have difficulty carrying out the redecoration, and there is no other support available, we will offer to assist with redecoration should any of the following criteria be met:

- All occupants are over the age of 65
- Customer(s) is/are in receipt of Disability Living Allowance or Personal Independence Payment
- Customer(s) has/have a current or ongoing medical need or vulnerability that would make it difficult for them to redecorate their home.

6.5. Assistance to decorate will be on the same basis as the provision of a contribution to redecoration and limited to affected rooms. It is not expected to meet the full scope of redecoration to the whole home.

7. Monitoring and review of policy

- 7.1. This policy statement will be reviewed periodically and at least every three years to ensure it captures any:
- Changes in relevant legislation.
 - Any issues raised about the policy statement by an independent organisation.
- 7.2. All colleagues and relevant stakeholder (such as contractors and supply chain partners) will be informed of this policy.
- 7.3. Continuously subjecting our policy to review will ensure that its effectiveness is maintained, and that feedback can be acted upon in a reasonable timeframe.
- 7.4. We will review our financial values in line with economic inflation (CPI).

8. Role and responsibilities

Roles	Responsibilities
The Director of Assets and Compliance	Will have overall responsibility for the implementation of this policy.
Major Works Manager	Will ensure that the policy is embedded within operational delivery and that all colleagues are aware of their responsibilities and adequately trained to carry them out.
Project Manager / Surveyor	Will undertake all post inspections works to assess disruption and allocate decoration contributions in line with the policy. Will discuss with all customers who have informed us they require assistance to decorate
Project Support	Will follow the policy guidelines and its approach to decoration and administer this policy.

9. Links to other policies and procedures

- 9.1. The document should also be read in conjunction with:
- Complaints, Compensation and Compliments Policy
 - Equality, Diversity and Inclusion Framework.

Appendix 1

Maximum decoration contribution

- Per room £50
- Maximum per property £350