
1.0. Introduction

We encourage residents (secure tenants and leaseholders) to take pride in their home by making small scale improvements and alterations, where they wish to. This policy outlines:

- Section 1-3: Introduction, scope and legal framework
- Section 4: Definition of improvements
- Section 5: Types of works that will be considered
- Section 6: Our responsibilities
- Section 7: Residents' responsibilities
- Section 8: Circumstances where requests will be refused
- Section 9: Responsibility for future maintenance
- Section 10: Appeals
- Section 11-12: Unauthorised alterations or improvements and legal action
- Section 13: Removal of an alteration or improvement
- Section 14-16: How we will consider improvement compensation claims at the end of a tenancy for improvements that were approved
- Section 17: Equality and diversity
- Section 18: Health and safety

2.0 Scope

- 2.1 Secure tenants have a legal right to make alterations and improvements to their homes provided that they obtain written permission (and gain consent) before they carry out any works. Introductory tenants are not entitled to make alterations or improvements under this policy.
- 2.2. Leaseholders are entitled to make alterations in accordance with the terms and conditions of their lease, provided that they obtain written permission (and gain consent, where it is stipulated in the lease) before they carry out any works. For specific or more complex Leaseholder enquiries, please seek guidance from the Home Ownership Team.

3.0 Legal framework

- 3.1 The main areas of law that are relevant to this policy are:
 - The Housing Act 1985 specifies that it should be a term of a secure tenants' tenancy that they obtain consent from their landlord for any improvements
 - The terms and conditions of the Tenancy Agreement which outlines tenants' rights and responsibilities, and
 - Leaseholder's rights to make alterations are governed by the terms of their lease
 - The Housing Act 1985 which outlines the right to be compensated for certain improvements at the end of a tenancy provided the improvements were started on or after 1 April 1994. Prior to this date a discretionary compensation scheme was in operation.