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- 6.7. Rent **will not** be reduced or altered as a result of any improvement; even if the improvements has had an effect on the value of the property \*
  - 6.8. We will aim to deal with claims for improvement compensation within 28 calendar days of an application being received and where all information is received from the tenant in order for a decision to be taken \*.
  - 6.9. Residents will be recharged for any repairs that we have to carry out if the repairs relate to, or arise from, alterations or improvements
  - 6.10. Permission is not considered given until we receive signed and dated copies of all relevant scheme details, plans, designs, consents, letters or other necessary documents to make a decision.
  - 6.11. At the end of a tenancy, we will consider claims for the outstanding value of any improvement made by residents who carried out improvements to their homes with our written consent.

## **7.0 Residents' responsibilities**

- 7.1. Residents are responsible for requesting permission in writing and for obtaining consent in writing before beginning any works. Residents can use the application form to make a request. See end of document.
- 7.2. Residents are responsible for ensuring that any other permissions, approvals or licenses are obtained before beginning any works. Including:
  - Building regulations
  - Planning (including conservation areas)
  - Listed building permissions
  - Gas, electricity or water companies
  - Consent to prune or fell a tree, where necessary
- 7.3. Residents are responsible for complying with all reasonable conditions attached to the written permission; failure to satisfy a reasonable condition will be treated as a breach of tenancy conditions and void any consent given.
- 7.4. Residents are responsible for paying any fees or charges that arise from seeking the appropriate permissions e.g. architect fees, planning application fees or tradesman costs.
- 7.5. Approved alterations to the property must be completed in a reasonable timescale, to an appropriate standard of workmanship and in accordance with other conditions contained in the written permission that are agreed.

\* does not apply to leaseholders