

Alterations Policy



Reference:	HS_POL_ASM_ALT_1.0	Author:	Surveying Services Manager
Scope:	Asset Management and Housing Services	Approved by:	Executive Team
Legislation:	The Defective Premises Act 1972 The Landlord and Resident Act 1985 Homes (Fitness for Human Habitation) Act 2018 Occupiers Liability Act Housing Act 1988 Housing Act 1985 Equality Act 2010 Commonhold and Leasehold Reform Act Housing and Urban Development Act 1974 Health and Safety at Work Act 1974 Protection from Eviction Act 1977 Human Rights Act 1988 Data Protection Act 2018 Care Act 2014	Date of approval:	September 2023
Regulatory/ Governance:	Regulator of Social Housing Home Standard Decent Homes Standard	Date of next review:	September 2026
Related Policies:	Access Policy Repairs and Maintenance Policy Recharge Policy Compensation Policy Tenancy Policy Safeguarding Policy Vulnerable Residents Policy Disrepair policy Equality, Diversity & Inclusion Policy Asset Management Strategy 2021/26 Allocation/Transfer Policy Mutual Exchange Policy Adaptations Policy		

1. Policy Statement

- 1.1 Housing Solutions frequently receives requests from residents who wish to make alterations to their homes. This policy sets out how Housing Solutions will respond to these requests.
- 1.2 This policy is intended to ensure all requests for improvements or alterations are responded to efficiently, consistently and are recorded. This is to enable Housing Solutions to ensure the home remains suitable and compliant with all relevant standards for future residents. Any improvements or alterations requiring written approval from Housing Solutions that are undertaken without this approval will give rise to a breach of tenancy.
- 1.3 The range of potential alterations a resident may wish to make is broad. Housing Solutions does not wish to require residents to obtain written permission for normal home-making activities such as decorating or gardening. However, Housing Solutions has an obligation to control major alterations that could cause safety risks, damage the home, increase maintenance costs, affect other residents, or prevent re-letting to another resident without additional cost to Housing Solutions. Accordingly, different types of alteration will be responded to differently. This policy classifies alterations into the following categories:
 - a. Permitted alterations that do not require our written approval
 - b. Permitted alterations, where written approval is required, with reinstatement required at the end of the tenancy
 - c. Permitted alterations, where written approval is required without reinstatement required at the end of the tenancy (and where in some cases compensation may be payable to the resident for home improvement);
 - d. Alterations that are never permitted.

2. Scope & definitions

- 2.1 This policy applies to Assured, Secure and Assured Shorthold tenancies, it does not apply to leaseholders or shared owners.
- 2.2 Residents who hold Licenses or commercial tenancies, or who live in caravans or mobile homes or have garage tenancies are only permitted to undertake alterations that do not require written authority, as set out in appendix 2.
- 2.3 **Reinstatement** means that the resident must restore the part of the home affected by the alteration, to a condition where it is suitable for an incoming resident, as assessed by Housing Solutions. In some cases, it may not be possible for the resident to reinstate the original fittings (if removed) and evidence of the original condition may not always be available. In such cases, the level of reinstatement will be assessed reasonably by Housing Solutions and based upon Housing Solutions' reasonable requirements for re-letting homes at the end of tenancy.

If a resident makes alterations without our consent, we may either:

- Accept the alterations (with compensation payable to the resident for home improvement in some circumstances; see also Appendix 1);
- Require the resident to reinstate, returning the home to its original condition;
- Undertake reinstatement ourselves and recharge the resident for its costs in doing so in accordance with the Recharge Policy.

2.4 **Recharge** refers to the reasonable costs that Housing Solutions incurs in undertaking reinstatement works where the resident has failed to do so, or has done so to an unacceptable standard, which we intend to recover from the resident or former resident.

2.5 **Curtilage** refers to an external space that is included in the tenancy for exclusive use of the resident and directly abuts the home – such as a garden, driveway, yard, external building provided by us as landlord. It does not include garages located or parking spaces separately from the home. It does not include the loft space of houses or top floor flats, the entrance doors, windows and external walls of flats, or any area shared with other residents.

2.6 **Property Types:** any reference in this policy to a house includes a bungalow, and any reference to a flat includes a maisonette and flats above parking spaces.

3. Roles and responsibilities

<u>Role/Team</u>	<u>Responsibilities</u>
Board	Strategic overview of all Housing Solutions policies
Executive Team	To approve, support and ensure the application of this policy
Assistant Director of Property Services	To implement this policy, be accountable for ensuring colleagues are aware of this policy, engage with resident forums and manage continuous improvement To review the policy every 3 years and in line with changes to legislation or best practice
Surveying Services Manager	To be accountable to the Assistant Director of Property Services for the effective control of the day to day running of alterations from reporting to resolution.
Surveying Team	To undertake inspections as required of proposed alterations. Providing authorisation where necessary to the resident to proceed with the alterations. Post-inspecting any alterations completed by the resident as required.
Housing Officers	To ensure residents are aware of this policy if they wish to make alterations. To report any alterations constructed that are deemed not in line with this policy. To work with Asset Management in applying the tenancy conditions where alterations have been made outside of this policy.

DLO and Contractors	To ensure residents are aware of this policy if they wish to make alterations. To report any alterations constructed that are deemed not in line with this policy.
All staff	To advise residents of this policy and the instances where alterations are permitted, as per the below: <ul style="list-style-type: none"> • Permitted alterations that do not require written permission • Permitted alterations, where written permission is required, with reinstatement required at the end of the tenancy • Permitted alterations, where written permission is required with reinstatement not required (in some cases compensation may be payable). • Alterations that are never permitted.
Residents	Responsible for complying with the terms of their tenancy agreement, where alterations are intended to be made, read and understand this policy, using appendix 2 to request home improvements.

4. Procedure

- 4.1 All frontline staff should be able to advise residents of exempt alterations and provide the resident with a copy of this policy if alterations are requested.
- 4.2 Asset Management will process and record alterations that require written consent.
- 4.3 Where Asset Management deem this as required, inspections will be carried out, both before and after works are completed.
- 4.4 All frontline staff are required to proactively respond if a non-exempt alteration has been undertaken, or believed to have been, without our consent.
- 4.5 Asset Management and Housing Management will work together when the policy has been breached or believed to have been breached.
- 4.6 Where Housing Solutions does give written approval, this does not imply that, at the end of the tenancy, any compensation will be paid to the outgoing resident for the value of the improvements. Housing Solutions will either accept the improvement and calculate compensation as set out at Appendix 1, or require reinstatement, as set out in this policy.
- 4.7 Where compensation is payable, as set out in Appendix 1, compensation will only be paid at the end of the tenancy and the amount payable will be set against any other sums that may be owed to Housing Solutions by the resident.
- 4.8 Where a resident is transferring to another Housing Solutions home, reinstatement will be a condition of the transfer taking place. If a resident vacates without undertaking reinstatement, Housing Solutions will recharge the resident for its costs in doing so and will take all necessary legal action to enforce payment if

necessary.

5. Vulnerable Residents

- 5.1 Housing Solutions will apply this policy fairly and consistently and within the guidelines set out within the Equality, Diversity and Inclusion Policy. Our Vulnerable Residents Policy does however define those who may require additional support in accessing our services. We will make reasonable adjustments where required for vulnerable residents in the application of this policy.

6. Consumer Standards

- 6.1 This policy meets the requirement to compensate residents (see Appendix 1).

7. Equality & Diversity standard wording number accordingly

- 7.1 Housing Solutions recognises the needs of a diverse population and always acts within the scope of its own Equality, Diversity & Inclusion Policy 98, and Equality Act 2010. Housing Solutions works closely with its partners to ensure it has a clear understanding of its resident community with clear regularly updated service user profiles. Housing Solutions will record, analyse and monitor information on ethnicity, vulnerability and disability.

8. Confidentiality

- 8.1 Under the Data Protection Act 2018, UK General Data Protection Regulation (UKGDPR), all personal and sensitive information, however received, is treated as confidential. This includes:

- anything of a personal nature that is not a matter of public record about a resident, client, applicant, staff or board member
- sensitive organisational information.

- 8.2 Housing Solutions employees will ensure that they only involve other agencies and share information where there is a legal basis for processing the information.

9. Review

- 9.1 This policy will be reviewed on a 3-yearly basis or more frequently in response to changes in legislation, regulatory guidance, good practice or changes in other relevant Housing Solutions' policy.
- 9.2 Our performance in relation to the delivery of the services and activities set out in this policy will be monitored on an ongoing basis through our established reporting mechanisms to our Senior Management Team, Executive Team, Board and associated committees.

10. Appendices

Appendix 1 Compensation for improvements

Appendix 2 Categorisation of requests

Appendix 3 Home alterations application form

Appendix 1 : Compensation for Improvements

1. The right to be compensated for improvements that have been carried out by a resident applies to both assured and secure tenancies throughout the UK. For secure residents this was introduced in the Housing Act 1985, as inserted by the Leasehold Reform, Housing and Urban Development Act 1993, and amended by the Family Law Act 1996. Assured residents in England and Wales have a contractual right to compensation which is identical to that enjoyed by secure residents.

Residents can claim compensation for 'Qualifying Improvements' made to their home which have been carried out with the written consent of Housing Solutions.

2. The list below specifies the 'Qualifying Improvements' which residents may make to their home subject to the conditions of Housing Solutions' Policy, and the notional life that will be used to calculate depreciation. These improvements may qualify for compensation at the end of the tenancy under the 'Right to Compensation for Qualifying Improvements'

Ref.	Qualifying Improvement	Notional Life *
2.1	Bath and/or Shower.	12
2.2	Wash-hand Basin.	12
2.3	Storage Cupboards in Bathroom or Kitchen.	10
2.6	Work Surfaces for food preparation.	10
2.4	Double Glazing or other external Window Replacement or Secondary Glazing.	20
2.5	Rewiring or the provision of power and lighting or other electrical fittings (including Smoke Detectors).	15

* The definition of 'Notional Life' is the expected life span of the improvement.

3. The following tenancy categories are eligible to claim compensation for improvements:
 - the resident who made the improvement
 - anyone who became a joint resident with the improving resident
 - a person succeeding to the tenancy on the death of the improving resident
 - assignees who would have qualified to succeed to the tenancy if the improving resident had died
 - a spouse or former spouse, co-habitee to whom the tenancy was assigned or transferred by a court order following a relationship breakdown

4. Compensation Calculation

- 4.1 Compensation is paid when the tenancy ends and is calculated using a formula which involves the "Notional Life" of the improvement. The amount of compensation may be adjusted downwards where Housing Solutions judges the original cost was overstated; where the improvement is of a higher quality than Housing Solutions would have carried out or the rate of deterioration has been faster than that of the notional life.

Example:

A resident installs a Kitchen cupboard costing £200.

The Notional Life of Kitchen cupboard is 10 years

The improvement is discounted at £20 per year

Compensation claimed 2 years after improvement made:

$\text{£}200/10 \text{ Years} = \text{£}20 \text{ pa}; (2 \text{ years} \times \text{£}20 = \text{£}40)$

$\text{£}200 \text{ Cost} - \text{£}40 = \text{£}160 \text{ Compensation}$

- 4.2 Compensation will not be paid where:
- the formula produces an amount less than £50.
 - the tenancy was terminated due to Right to Buy, Right to Acquire or other voluntary disposal application
 - Housing Solutions' consent for the alteration was not obtained
 - There is insufficient evidence of cost to support the amount claimed.
Residents are advised to produce evidence of cost when obtaining Housing Solutions' consent
- 4.3 The maximum compensation Housing Solutions will pay for any single improvement is £3,000. Any grant received towards the work will be deducted from the cost of the improvement.
- 4.4 The compensation payable will be offset against any monies owed to Housing Solutions, e.g. rent arrears or any outstanding rechargeable repairs. Payments can be adjusted if undue wear and tear has been incurred or any other defects to the improvement exist at the end of the tenancy. If the tenancy is ended as a result of legal action by Housing Solutions, the resident will not be entitled to compensation.
- 4.5 The claim for compensation must be made in writing between 28 days before the actual end of the tenancy or up to 14 days after the tenancy has ended.

Appendix 2 : Categorisation of requests

1. Permitted alterations that do not require written authority

These are alterations that are permitted without written approval of Housing Solutions. Housing Solutions will not repair or service these alterations and their maintenance will be the resident's direct responsibility.

1.1	Decorations to internal painted surfaces. Reinstatement is not required unless the home is left in a condition unacceptable to an incoming resident, as assessed against Housing Solutions' Lettable standard, including dark colours, designs or lettering, or left in an unclean condition.
1.2	Fitting of a gas cooker within the designated space provided by Housing Solutions, provided it is undertaken by a GAS SAFE-registered fitter of which documentary evidence is provided to Housing Solutions and maintained by the resident. Residents are required to remove the cooker when they leave and ensure the supply pipe is safely capped off ("bayonet" fittings are not acceptable).
1.3	Replacement of existing taps, installed by a qualified plumber. Reinstatement not required unless the taps left are unacceptable for an incoming resident, as assessed by Housing Solutions' staff against Housing Solutions' Lettable standard
1.4	Fitting additional battery-powered smoke or heat or CO detectors

2. Permitted subject to written consent and reinstatement by the resident

These are alterations that are permitted with written approval by Housing Solutions but where reinstatement is required at the end of the tenancy because their retention would inconvenience future residents of the home. Housing Solutions will not repair or service these alterations. If residents do not reinstate at the end of the tenancy, Housing Solutions will do so and re-charge its costs to the resident or former resident.

2.1	Replacements of internal light fittings that do not require alterations to the existing electrical wiring circuits, provided that they are undertaken by a qualified electrician. Residents are required to remove these when they leave and leave electrical circuits in a safe condition, replacing with standard fittings acceptable to Housing Solutions.
2.2	Fitting of laminate flooring or other floor finishes, provided that no damage to the structure is caused in their fitting or removal. Laminate flooring will not be permitted in flats above other flats, to reduce sound transmission nuisance to

	residents of other flats.
2.3	Fitted wardrobes, cupboards and shelving. At the end of the tenancy, these should be removed. Fixings should be removed, with raw plugs removed and holes filled.
2.4	Cat or dog flaps to external doors of houses, or ground floor flats with an enclosed private garden, which are not fire doors and lead into to fully enclosed private garden space. Housing Solutions will determine whether re-instatement will involve replacement of a door panel or the entire door.
2.5	Fitting of burglar alarms or additional locks or other security measures, to houses only. Damage, including holes in the door or window frames or walls, must be made good at the end of the tenancy.
2.6	Fitting of Ring doorbells, CCTV or any other camera or device that legitimately records the private garden or access paths of another resident's home. Devices which perform audio or visual recording beyond these extents are not permitted.
2.7	Fitting of additional external lighting, to houses only, provided that this does not adversely impact neighbouring homes.
2.8	Where a front garden is allocated to a specific house or flat but is "open plan" (not enclosed with a fence), the resident is not permitted to enclose this space with fencing but may demarcate the boundary with planting or similar alternative boundary not exceeding 1m in height.
2.9	Fitting of built-in hobs and ovens, provided that this utilizes the cooker space within the original kitchen layout, and works are undertaken by a competent Electrician or a Gas Safe engineer. Housing Solutions will not repair or service these appliances.
2.10	Garden ponds, in enclosed rear gardens of houses only. Residents must fill in the pond with soil at the end of the tenancy and are therefore advised to keep the excavated soil in the garden.
2.11	Garden sheds, pergolas, or other structures in enclosed rear gardens of houses that do not involve the construction of concrete or masonry bases or walling.
2.12	Garden sheds or other structures that properly require a concrete base. Consent will be given for a level concrete base not exceeding 3m x 3m in area. and projecting above ground level by no more than 200mm. At the end of the tenancy, the resident must remove the structure and all materials from the site but is not required to remove the base.
2.13	The creation of an electricity supply to a structure built in accordance with 3.13. The means of connection must be approved by Housing Solutions with work undertaken by a competent electrical contractor, and an installation certificate provided to Housing Solutions provided upon completion.

2.14	The planting of shrubs and trees in private gardens up to 3m in height is permitted provided they are planted not less than 3m from the closest part of the home. Trees over 3m in height are not permitted. Housing Solutions will advise whether removal by the resident at the end of the tenancy is required.
2.15	Houses only: the installation of a satellite dish or aerial to the exterior of the house, provided evidence is provided that this is permitted by the Local Authority. TV aerials, satellite dishes and connections must be provided and installed by a competent contractor and removed at the end of the tenancy with damage made good.
2.16	Houses only: The construction within the curtilage of a mobility scooter store and/or electrical charging point. Residents are advised to use prefabricated stores that can be easily removed at tenancy end. If a concrete base is needed, this can be left in situ (3.13).
2.17	Houses only- the installation of awnings or shutters. Permission will be granted at the discretion of Housing Solutions.

3. Permitted subject to written consent with no reinstatement required

These are alterations that are permitted subject to written approval by Housing Solutions. Housing Solutions will refuse permission if we do not consider the alteration to be consistent with the objectives of this Policy. Written approval, if granted, will usually be subject to conditions being applied. Provided that written approval is granted, and conditions applied are verified by Housing Solutions as having been met, then there will be no requirement to reinstate at the end of the tenancy.

Housing Solutions may charge for its reasonable costs in assessing and verifying alterations in this category. One year after completion of the work, Housing Solutions will adopt responsibility for the repair and maintenance of these alterations. Compensation will be payable by Housing Solutions for some types of alterations, as set out in Appendix 1.

3.1	Changes to electrical circuits or electrical fittings within the internal areas of a home. Conditions will include the use of a qualified electrician and production of appropriate installation certificates. Residents should be aware that Housing Solutions is unlikely to approve significant alterations, including inset lights that require holes in ceilings. No compensation will be payable unless a complete rewire was necessary and was undertaken by the resident with the agreement of Housing Solutions.
3.2	Fitting of showers or additional wash-basins. Residents will be required to fit additional tiling and other protection against water damage, as specified by Housing Solutions. If an electric shower is fitted, 3.1 applies.

3.3	Replacement of external doors or windows to houses only. Permission will not be given to replacement of external doors or windows to flats, and when permission is granted for houses Housing Solutions may require a different door or window from the type already fitted.
3.4	The building of a porch.
3.5	Complete replacement of kitchens and bathrooms. Housing Solutions may refuse proposals that we consider may be unacceptable for an incoming resident. If built-in appliances are installed, these must be left in-situ at tenancy end.
3.6	Fitting an electrical socket to the external elevation of a house or a flat with a private enclosed garden in order to power garden equipment. Housing Solutions will set safety requirements for the installation.
3.7	Fitting an external tap, adequately protected by frost, to the rear or side elevation of a house or a flat with an enclosed private garden.
3.8	Fitting a water butt to a rainwater downpipe to the external elevation of a house (or a flat with an enclosed private garden), provided the overflow discharges into a drainage gully or is sufficiently directed away from the building.
3.9	Alterations or actions intended to create additional car parking spaces within the curtilage of a flat or house, including demolition of front boundary walls or fences, subject to this meeting the requirements of the Highway Authority. Housing Solutions reserves the right to refuse consent where this will alter the character or purpose of the estate or block, where safety risks are created for other residents, or where a neighbour is adversely affected. Conditions will be set to ensure the surface proposed is durable, safe, drains appropriately, and can reasonably be adopted by Housing Solutions. No compensation will be payable at the end of the tenancy.
3.10	Removing a brick or concrete store or garage within the curtilage of a house. Permission will only be granted if Housing Solutions is satisfied that the store or garage is not necessary for the long-term benefit of the home.
3.11	New easements for supplies of gas, water, electricity, or telecommunications will be permitted for houses provided these do not require structural alterations to the house. Easements for flats need express written consent from Housing Solutions.
3.12	Residents of houses and flats with private gardens may replace existing fences to enclosed garden areas subject to: <ul style="list-style-type: none"> • Only one fence is permitted along each boundary. • Height not to exceed 1.8m • No change to existing slopes and no ground-retaining structures to be removed or created • The fence proposed being of equal or greater quality and durability than

	<p>the existing fence.</p> <ul style="list-style-type: none"> • The existing fence not being the boundary between public and private space. If it is, Housing Solutions will be responsible. A rear access footpath is not public space. • Where the fence forms a boundary with a home not owned by Housing Solutions, boundary ownership and responsibility being established before any replacement work is undertaken.
3.13	The creation of a base for a garden shed constructed in accordance with clause 2.13 or 2.16
3.14	Creating additional appliance spaces within a kitchen. This includes converting an under-worktop space into full height space and widening cooker spaces beyond the standard 60cm width. Housing Solutions will approve or refuse on a case-by-case basis.
3.15	The conversion of integral garages into habitable space.
3.16	Houses only: the installation of an electric car charger. This will be permitted: <ol style="list-style-type: none"> 1 Where the car being charged can be parked within the curtilage of the house. 2. Where there is a public path between the curtilage and the designated parking space, and a charging cable can be laid directly (perpendicularly) across this path and is fully covered by a single cable protector.
3.17	Construction of extensions and conservatories, unless necessary to meet the needs of a disabled family member, evidenced by the Local Authority and approved by Housing Solutions. This includes alterations to incorporate external stores within gardens. Permission will only be given upon the submission and approval in sequence of : <ol style="list-style-type: none"> 1. Scaled sketch plans 2.Planning permission drawings and approvals 3. Building Regulations drawings and approval.
3.18	The fitting of photovoltaic roof panels and associated wiring and equipment, or the fitting of solar hot water panels.
3.19	Installation of spotlights through constructing a false ceiling or, where the ceiling is below a loft space, by making holes in the ceiling.
3.20	Installing decorative lighting to the exterior of the home. Propose to move to section 2 (remove as end tenancy)
3.21	Fitting air-conditioning. Propose to move to section 2 (remove as end tenancy)
3.22	Replacement of internal doors or door furniture, except doors to kitchens or any other doors that provide safety against spread of fire: Housing Solutions to be contacted if this is unclear. Glazed internal doors are not acceptable.

4.0 Alterations that are not permitted

These are improvements and alterations that will not be permitted by Housing Solutions. If a resident undertakes these alterations Housing Solutions will take any steps necessary to reinstate or remedy any damage caused and will recharge the current or former resident responsible.

4.1	<p>Any alterations affecting areas shared with other residents, including:</p> <ul style="list-style-type: none"> • the external parts of blocks of flats, including doors and windows and TV or satellite aerials • communal spaces within blocks of flats • communal external areas <p>This includes electrical fittings for lighting, garden equipment or electric car charging, mobility scooters, stairlifts, cat ladders, bird boxes (unless located within the enclosed area of a private balcony) and climbing or hanging plants. Applications by groups of residents will be considered on a case-by-case basis.</p>
4.2	<p>Where there is a risk of release of asbestos arising from any resident alteration, including those that are permitted without written approval. If a resident wishes to undertake an activity with a risk of disturbing asbestos, Housing Solutions must be contacted.</p>
4.3	<p>Conversions of lofts into habitable space.</p>
4.4	<p>Structural alterations, including but not limited to changing windows into doors or doors into windows, removing or replacing plaster, floor screed or floor or ceiling structures, building or removing chimneys, unless included in a request for an extension under 3.17.</p>
4.5	<ul style="list-style-type: none"> • Removal of fixtures and fittings provided by Housing Solutions, including internal doors, kitchen or bathroom fittings, electrical sockets, heating appliances, or damage or alteration of any other part of the home unless necessary to implement an alteration covered at 3.17, or when permission is given to undertake a complete kitchen or bathroom replacement. • Unless necessary to implement an alteration covered at 3.17, removal or alteration of the structure of walls, floors, roofs or any other part of the building structure or any activity that would require the approval of the Local Planning authority or Building Control approval. This includes masonry external stores and garages within the curtilage. • Repairing windows or entrance doors or making changes to them.
4.6	<ul style="list-style-type: none"> • Fitting a hob or oven by cutting into a kitchen unit or worktop provided by Housing Solutions. • Painting kitchen units or worktops.
4.7	<p>Full height fencing to external curtilage of houses or flats that is not already fully enclosed (primarily front or street facing gardens); or construction of permanent structures in these areas.</p>
4.8	<ul style="list-style-type: none"> • Fitting additional non-gas heating systems. This includes installing an open flue heating or cooking appliance, including those fueled by wood or wood

	<p>products, coal, bottled gas.</p> <ul style="list-style-type: none"> • Installing or opening up a fireplace in an existing chimney breast. • Removing radiators or replacing them with heated towel rails • Using candles or oil lamps as a primary form of lighting.
4.9	<ul style="list-style-type: none"> • Works within the gardens or external areas of houses that involve new concrete or masonry structures (except paving slabs) or walling. • Works that create new hazards including unprotected falls and paths with steps of inconsistent size or exceed 18cm per step in height.
4.10	<ul style="list-style-type: none"> • Housing Solutions will manage trees in line with our Tree Policy • Residents are not permitted to either cut down the trees Housing Solutions manage or plant new trees or shrubs that can be expected to grow more than 3m in height. • Residents are not permitted to plant fast growing or invasive trees and shrubs including but not limited to Leylandii, bamboo, or Japanese Knotweed (the suspected presence of which must be reported to Housing Solutions immediately upon discovery by the resident).
4.11	<p>Flats: Installing satellite dishes or aerials to the exterior of the block.</p> <ul style="list-style-type: none"> • Houses: Installing satellite dishes or aerials in estates where this is prohibited by development control restrictions set for the estate.
4.12	<ul style="list-style-type: none"> • Sub-dividing any room through a permanent partition unless each room created has a floor area greater than 6.5m² and has a separate window (not a window shared with the adjacent room)
4.13	<p>Removing stair balustrades, changing or removing balustrades to a form that makes them unsafe, or removing handrails to stairs.</p>
4.14	<ul style="list-style-type: none"> • Creation of a new gateway or opening from private space to communal estate space or public space. • Removing gates in fencing where these provide access for a neighbouring home
4.15	<ul style="list-style-type: none"> • Installing cat or dog flaps in a door opening into communal space (whether enclosed or open) • Installing cat ladders opening into communal space (whether enclosed or open)

Appendix 3: Standard conditions for resident alterations

Housing Solutions allows residents to undertake certain improvements to their property, provided the guidelines and conditions outlined below are strictly adhered to. Before completing an application form you must read Housing Solutions' Alterations Policy very carefully.

General Conditions and Guidelines

1. Before Housing Solutions can grant permission for works you propose to carry out, an application form must be completed and forwarded to Housing Solutions, together with any plans, schedules of work and a signed copy of these conditions. You must obtain written approval from Housing Solutions prior to commencing any improvement works and keep all receipts, and forward these or copies to Housing Solutions on completion of works.
2. Unless otherwise agreed, in writing by Housing Solutions, the total cost of the work and related expenses are to be met by you as the resident of the property.
3. You must advise Housing Solutions when works are due to commence and when works are completed in order that Housing Solutions may inspect works.
4. Any Contractors you employ must be suitably qualified and preferably members of their respective trade organisation and hold a current Public Liability insurance policy. The manufacturer or contractor should provide a guarantee for some improvements.
5. You must ensure that the appropriate statutory authorities are involved where necessary:
 - You may need planning permission or building regulation approval before undertaking some works - if this is the case, the approval must be sent to Housing Solutions' Responsive Services Manager before Housing Solutions can give permission for the work to be carried out.
 - Notices may need to be served on the gas, electricity and water and sewerage companies. If required, Housing Solutions will need to see proof of these notices before giving consent for works to go ahead. Any conditions required by these statutory authorities should be met.
6. In carrying out the works, you will be required to ensure:
 - a) That if there are common parts to the building, they must be protected and clear of obstruction. After the works have been completed, common parts should be cleaned and free from dust.
 - b) That any damage caused during the works are notified and put right at your expense. You will be liable for any claims of damage from a third party.
 - c) You should notify all neighbours likely to be affected by the works and take

all possible steps to minimize inconvenience and nuisance to them. In particular no work should be undertaken outside the hours of 8 a.m. to 9 p.m. and noisy operations which may disturb others should only be undertaken between the hours of 9a.m. – 5 p.m. Monday to Friday.

- d) Where works necessitate the interruption of services to neighbours, i.e. temporary disconnection of gas, water and electricity, mutually satisfactory arrangements must be made with them beforehand.
- e) Access is available for Housing Solutions' Maintenance Surveyor to inspect works. Should conditions not be met and/or the works are not progressing in a satisfactory manner, Housing Solutions reserves the right to order the works be stopped.

7. In making any application to carry out an alteration, you are required to sign the copy of these conditions and return it to Housing Solutions.

UNDERTAKING

I have read Housing Solutions' policy on resident alterations and understand it and these standard conditions and will abide by them

Signed Date

Name of Resident(s)

Address
.....
.....