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Policy:	Alterations and Improvements Policy
Legal Requirements:	The Housing (Scotland) Act 2001 and any subsequent amendments.
Regulatory Standards:	<p>The Scottish Housing Regulator has set out Regulatory Standards for all Registered Social Landlords (RSLs) to ensure that RSLs deliver good outcomes and services for its tenants and service users through good governance and financial management.</p> <p>This policy evidences that the following Regulatory Standards are being met:</p> <p>Standard 1. The governing body leads and directs the RSL to achieve good outcomes for its tenants and other service users.</p> <p>Standard 2. The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities.</p> <p>Standard 4. The governing body bases its decisions on good quality information and advice and identifies and mitigates risks to the organisation's purpose.</p> <p>Standard 5. The RSL conducts its affairs with honesty and integrity.</p>
Equality and Diversity:	<p>The Association is committed to Equal Opportunities and will endeavour to ensure that all services are carried out in an undiscriminating manner in line with the Association's Equality and Diversity Policy.</p> <p>In particular, the Association will not discriminate on the grounds of age, disability, marriage and civil partnership, pregnancy and maternity, race, religion or belief, gender, gender reassignment or sexual orientation.</p>
Complaints:	Although the Association is committed to providing high levels of service, we accept that there may be occasions where customers may not be satisfied with the service they have received. The Association values all complaints and uses this information to improve the services that it provides. The Association's Complaints Policy describes our complaints handling procedure and how to make a complaint.
General Data Protection Regulation (GDPR):	The Association will treat all customers' personal data in line with its obligations under the current data protection regulations and our Privacy Policy. Information regarding how data will be used and the basis for processing data is provided in the Association's Fair Processing Notice.
Policy Author:	Lesley Bryce
Policy Review:	In order to ensure that any change in circumstances is accommodated this policy will be subject to review every three years in the month of April.
Policy Approval:	This policy was last reviewed / approved by the Management Committee of Yoker Housing Association Limited at its meeting held on Wednesday the 28th of April 2021.



POLICY STATEMENT

Statement of Policy Aims/Principles

This policy has been set up to provide guidelines for the Association's Tenants who wish to make an Alteration or Improvement to their property and for the Association to control and keep a record of such alterations.

Policy Details

The Association will not unreasonably withhold permission to carry out alterations or improvements. Interior decoration does not fall within the scope of this policy.

All applicants wishing to make alterations or improvements must make their application in writing to the maintenance department. The maintenance department will reply to any request within twenty-eight days of receipt of the request. Permission will not be unreasonably withheld, provided that the Association is satisfied that the following conditions are met:

- a) The proposed improvement will meet relevant standards of safety and workmanship (i.e., Gas Safe registered plumbers and fully qualified electricians must be used, and safety certificates provided);
- b) Association maintenance expenditure will not be required; and
- c) The proposed work will not have a detrimental effect on future letting of the property.

The maintenance department will maintain a register of alteration and improvement applications and responses.

Under the Housing (Scotland) Act 2001, tenants may be able to receive compensation from their landlord for certain improvements which they have made to their home on or after 30th September 2002. To qualify for this compensation:

- a) The proposed improvement must have been approved in writing by the association.
- b) The tenancy must have ended.

Further details are recorded in the Association's right to compensation for improvements policy.

Upon termination of tenancy, all applicants will be informed that they may remove the alteration or improvement and restore the flat to its original condition or leave the alteration or improvement in the flat and seek compensation if applicable. Should the Association have to carry out any repair due to removal of the alteration or improvement the applicant will be required to bear this cost.

The designated member of the Maintenance Department will consider the application and decide whether the work should be approved and if so whether a prior inspection is necessary.

Where there is insufficient information in the application, the designated member of the Maintenance Department will send a letter to the applicant asking for the necessary information. However, the request will be denied until the required information is received.

On receipt of all necessary information, the designated member of the Maintenance Department will process the application and make the appropriate response:

- a) Granting permission; or
- b) Refusing permission.

Where permission is granted, the designated member of the Maintenance Department should indicate any specific conditions. Where permission is refused, the basis for the refusal will be given in the response.

The designated member of the Maintenance Department will issue the appropriate response and electronically file the paperwork.

If the applicant has not notified the Association of completion within two months of permission being given, the designated member of the Maintenance Department will verify with the applicant whether the work has been carried out.

Once it is confirmed that the work has been completed, a "post installation" inspection will be carried out. Where the work proves satisfactory, a final approval letter will be issued.