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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>
Human Rights:	<p>In compiling this policy, consideration has been given to "The Right to Adequate Housing" (Fact Sheet No. 21/Rev.1) published by the Office of the United Nations High Commissioner for Human Rights and the impact of that guidance on the policy.</p> <p>In particular, the Association is satisfied that this policy promotes the key aspects of the right to adequate housing – that it contains freedoms; entitlements; provides more than four walls and a roof; and protects against forced evictions.</p>
Complaints:	<p>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.</p>
General Data Protection Regulation (GDPR):	<p>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.</p>
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POLICY STATEMENT

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 2nd of May 2024.



POLICY STATEMENT

Statement of Policy Aims/Principles

5 The aim of this policy is to provide clear guidance to staff when dealing with requests from tenants who wish to carry out alterations and improvements to their home.

The policy aims to ensure that applications to carry out alterations and improvements are properly recorded and dealt with in an efficient manner.

Policy Details

Definitions

10 In accordance with the Scottish Secure Tenancy Agreement (SST) and Short Scottish Secure Tenancy Agreement (SSST), tenants have the right to request permission to carry out alteration and improvements to their property.

15 For the purpose of this policy, alterations and improvements include:

- The alteration, improvement or enlargement of the property, fixtures or fittings;
- The replacement of fixtures and fittings (e.g. kitchen and bathroom installations, central heating or double glazing);
- The erection of a shed or other structure; and
- The decoration to the external parts of the property.

20 Internal decoration does not fall within the scope of this policy.

Application Process

25 Tenants wishing to make alterations or improvements must submit their application request in writing to the Association.

30 On receipt of an application request, the Association will consider the application and decide whether there is sufficient available information to consider the request.

Where there is insufficient information to fully assess the application, the Association will write to the tenant requesting the necessary information. The request will be denied until the required information is provided and the application can be fully considered.

35 Once all the necessary information is received, the Association will process the application and advise the tenant of its decision:

- Permission granted; or
- Permission refused.

40 The Association will reply to any request, in writing, within one month of the date the application is received.

Permission Granted

45 Permission will not be unreasonably withheld, provided that the Association is satisfied that the following conditions are met:

- The proposed improvement will meet relevant standards of safety and workmanship (i.e. the use of Gas Safe registered engineers and / or fully qualified electricians and the provision of necessary safety certificates);
- Association maintenance expenditure will not be required;
- The proposed work will not have a detrimental impact on the structure of the property; and
- The proposed work will not have a detrimental effect on future letting of the property.

50 Where permission is granted subject to specific conditions, the Association will notify the tenant of these conditions within the response letter. The tenant will be asked to confirm when the alterations have been completed in order for the Association to carry out a post-Installation inspection.



Policy Details (continued)

Permission Granted (continued)

5 Where the tenant fails to advise the Association of the works being completed within two months of permission being granted, the Association will contact the tenant to confirm whether the installation works have been carried out.

10 Once the alteration or improvement has been completed, the Association will arrange a "post installation" inspection to confirm that the works have been completed to a satisfactory standard. Where the inspection confirms that all works have been completed to a satisfactory standard, the Association will issue a final letter confirming the outcome to the inspection.

Where the tenant fails to undertake the work within six months of permission being granted by the Association, they would have to submit a new application in writing for consideration should they still wish to undertake the alteration or improvement.

15 Permission Refused

The Association will not unreasonably withhold permission to carry out alterations or improvements. Where permission is refused, the grounds for the refusal will be detailed within the response letter.

20 Where the tenant is unhappy with the reasons for the refusal, they have the right to submit an appeal to the Sheriff Court.

Recording Alteration and Improvements

25 The Association will maintain a register detailing all alteration and improvement applications received and their outcomes.

The Association will retain an electronic copy all correspondence relating to each application and store these within the applicants individual tenancy file.

30 **Alterations and Improvements Without Permission**

35 If a tenant carries out alteration or improvements without obtaining permission, the Association is entitled to remove the alteration or improvement and restore the house to its previous condition. The Association is entitled to restore the house to its previous condition, either during or following termination of the tenancy. Where the Association has to carry out any repairs works due to the removal of an alteration or improvement in order to reinstate the property to its previous condition, the tenant will be recharged the costs incurred by the Association.

Right to Compensation for Improvements

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

- The proposed improvement must have been approved in writing by the Association.
- The tenancy must have ended.

45 Further details are provided in the Association's Right to Compensation for Improvements Policy.