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Policy:	Decoration Allowance for Void Properties Policy
Legal Requirements:	There are no legal requirements applicable to this policy.
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 3. The RSL manages its resources to ensure its financial well-being, while maintaining rents at a level that tenants can afford to pay.</p>
Notifiable Events Guidance:	In compiling this policy, consideration has been given to the Notifiable Events Guidance issued by the Scottish Housing Regulator and the impact of that guidance on the policy.
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:	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:	Kevin Freeman
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 March.



Policy Approval:	This policy was last reviewed / approved by the Management Committee of Yoker Housing Association Limited at its meeting held on Thursday the 23rd of February 2023.
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Statement of Policy Aims and Principles

The Association's policy is that the internal decoration of all properties is the responsibility of the tenant. However, it is recognised that in order to expedite the allocation of void properties it may, in certain circumstances, be helpful for the Association to carry out internal decoration or, if appropriate, pay an allowance to the incoming tenant towards the cost of redecoration.

Policy Details

Options

All void properties are jointly inspected by Housing Management and Maintenance Services. In the majority of cases the property will be let in its existing condition.

In exceptional circumstances housing management and maintenance may jointly decide the following:

- For the Association to carry out some re-decoration to the property; or
- For a decoration allowance to be paid to the incoming tenant.

The decision to award a decoration allowance or for the Association to re-decorate will be made in accordance with the guidelines outlined below.

In borderline cases a decoration allowance should be offered to the incoming tenant.

In cases of social or medical need, the Association may agree to carry out some re-decoration works rather than awarding a decoration allowance to the incoming tenant.

Re-decoration by the Association

The Association will undertake re-decoration in the following circumstances:

- The property is in such a poor state of decoration that Housing Management considers the house to be difficult to let.
- **Substantial repairs** have been carried out to the extent that it would be **unreasonable** to expect the incoming tenant to re-decorate.

Decoration Allowance

The Association may offer a decoration allowance in the following circumstances:

- The property is decorated to a particularly poor standard however it is considered reasonable to expect the incoming tenant to re-decorate.
- Basic repairs have been carried out, however, it is considered reasonable for the incoming tenant to re-decorate.

In all cases where the decoration is clean and in reasonable condition the Association will not carry out any re-decoration or offer decoration allowances.

Procedures

Where a decoration allowance is to be paid to the incoming tenant, Housing Management and Maintenance will decide on the amount to be paid on the basis of the current approved allowances noted below. Housing Management will notify the tenant in writing of the amount to be paid. The agreed allowance will be paid by cheque or bank transfer to the tenant.



Policy Details (Continued)

Allowances

5 Undernoted are the current maximum allowances.

Apartment	Allowance £
Living room	89.00
Living / dining room	94.00
Double bedroom	89.00
Single bedroom	69.00
Dining kitchen	82.00
Galley kitchen	69.00
Large bathroom	82.00
Small bathroom	69.00
Large hall	89.00
Small hall	77.00
Hall with stair	109.00