

# Home Improvements



A guide to what improvements you can  
and can't make to your home

# Introduction

This leaflet is intended to be a basic guide for residents about what changes and improvements you can make to your home. We have separate leaflets specifically covering general repairs and recharging for works.

The use of 'you' applies to all of our occupiers who are tenants.

The use of 'us' or 'we' refers to Sandbourne Housing Association.

## Changes to your home

Once you have passed your probationary tenancy and become a full assured tenant, we allow you to put in fittings such as shelves and wall cupboards without our permission. However, you must not damage or remove anything that belongs to us.

You may also carry out other changes or alterations to your home but you must discuss your plans with us first. You should then write to us, giving us full details of what you plan to do. We will then write back to you with an answer within one month. You must not start this work before we have given you our permission.

Once you have carried out all the changes we have agreed to, you may be required to accept responsibility for ongoing repairs relating to any alterations you have made.

You would also need to provide us with proof that works have been carried out by an appropriate person, for example, electrician, plumber, etc, to our required standard.

If we find out that you have made changes to your home without our permission, we may ask you to change it back to its original condition at your own expense. If we have to do this, we will charge you for the costs involved. We **may**,

at our absolute discretion, consider giving you permission after the event if we think what you have done to be reasonable.

## **Major repairs or improvements we will do**

We have a programme of major repairs and improvements to our properties and grounds. We will consult you, well ahead of time, about any work we expect to do in or around your home, for example, double-glazing, a new kitchen, or a new heating system. We may undertake surveys to find out what work may be required, but some items may be automatically considered for replacement after a certain number of years.

If you need to be rehoused for a short period of time:

- we will pay the cost of removals;
- you will pay no more than your usual rent;
- we may give you the choice of staying in the property where you have been rehoused rather than returning to the home you have left;
- if you decide and choose yourself to move to another property before any works have been formally put in place, you will have to meet your own expenses for that move.

## **What help is available if I, or a member of my household, becomes disabled?**

If you feel that you need to have adaptations made to your home, our Housing Team can tell you where to apply for the Local Authority Disabled Facilities Grant. The local authority will have to assess your needs and also get our

permission for the work to be done. Examples of adaptations might be to install grab rails or a fixed shower seat, etc.

## **When I leave my home, what do I do about any changes I have made?**

If you have removed or changed any of our fixtures or fittings, you must change them back to their original condition, unless we have agreed to the changes in writing.

If you have carried out alterations which were not carried out properly or were undertaken without our permission, we may make you change them back or bring them up to the correct standard. If you leave without changing them, we will charge you for our costs in doing so after you have left.

It is important, that you always seek advice and permission from us before carrying out works.

## **Need more information?**

You can write to us at our registered office:

Beech House, 28-30 Wimborne Road, Poole, BH15 2BU

Email: [info@sandbourne.org.uk](mailto:info@sandbourne.org.uk)

Website: [www.sandbournehousingassociation.org.uk](http://www.sandbournehousingassociation.org.uk)

Telephone us on: 01202 671222

Please note that telephone calls to the registered office number above may be recorded for information and training purposes.

In addition, we do have a range of other leaflets on specific topics, available on our website or upon request from our office.