

# Home Improvements Guide

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# Are You Considering Making Home Improvements?

## If you are thinking of making alterations to your home, you must receive our written permission before starting any work.

Permission may be granted within one month, provided Choice have received a written description of what modifications you are wishing to complete in your home. Having our written consent for alterations ensures you avoid any costly requests to return your home to its original condition. It could also mean you may be entitled to receive compensation for certain improvements carried out during your tenancy.

Tenants are permitted to decorate and install fittings such as shelves and wall cupboards without our permission, but you must not damage or remove anything that belongs to Choice; including painting kitchen units.

Alterations that you will need to seek permission from Choice for include:

- laying floor tiles, or wood or laminate flooring;
- installing a shower;
- changing kitchen or bathroom fittings;
- structural changes including removing a wall or partitioning;

- erecting a shed, greenhouse or any such structure;
- installing or removing a gas supply;
- changes to, or installing new heating system, including moving radiators;
- putting up a radio aerial or satellite dish;
- installing an electric vehicle charging point;
- laying patios; and
- changing windows or doors.

If your planned improvement is not listed or you are unsure about permissions, please check with Choice before starting any work. If Choice 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. If we have to do this, you will be responsible for the costs involved.

## Compensation

At the end of your tenancy, you may be able to receive compensation for certain improvements that you have carried out. A list of the types of improvements that qualify can be requested from Choice.

Please note consideration for compensation can only be reviewed provided:

- you have our written permission before work started
- you have not been evicted for breaking tenancy conditions
- your claim is submitted within two weeks of your tenancy ending
- the amount of compensation comes to more than £50

The amount you receive is based on the original cost of the improvement and how long it has been in use.

## Repairs & Improvements

Please be advised that Choice may also carry out major repairs and improvements as part of our strategic plan. The work we decide to do is based on surveys that are carried out periodically, with the most urgent improvements being prioritised. If this is the case for your home, we will consult with you ahead of time so that you are fully aware of any upcoming plans.

