

Cordale Housing Association recognises that tenants will often wish to carry out works to their home to make it better for their lifestyle. However we are also required to make sure that our properties are maintained in a satisfactory manner, which allow them to remain suitable for future tenants. This leaflet therefore outlines how request to carry out improvements will be dealt with and what compensation tenants can expect to receive if they later leave the tenancy.

### Asking Permission

If you want to do any of the following you must first get our written permission:

- alter, improve or enlarge your home fittings or fixtures.
- add new fittings or fixtures (eg kitchen, bathroom, heating, windows, external aerial, satellite dish, etc)
- put up a shed, greenhouse, or other structure
- decorate the outside of the house

You should therefore make a written request to the Maintenance Officer providing as much detail as possible about your request and the work you wish to carry out.

### A Written Response

Where a written request to carry out work is received we will provide a written reply within one month. If we fail to do so you can go ahead with your plans.

Our written reply tell you if we agree to the proposed works and if so, whether we attach any conditions. If we refuse permission we will explain our reasons. If you are unhappy about our refusal you may appeal by making a formal complaint to the Association.

### Inspecting Work

If permission is given to undertake works Cordale will have the right to inspect these at anytime. If the works do not meet with our specified conditions, or any unauthorised works are identified, we are entitled to restore your home to its previous condition. If we do this we are entitled to charge you for this work.

### Claiming Compensation

If you end your tenancy and wish to claim compensation for authorised works you must apply in writing within 28 days before or 21 days after the tenancy end date. You must provide the following:

- the original cost of the improvement works (proof may be required) less any grants received.

- when the original works were completed

### Amount of Compensation

The amount of compensation will be based on the following calculation:

$$\frac{\text{Cost of works (less grant) x (1 - age of works in years)}}{\text{Notional life of works}}$$

Cordale may deduct amounts from the compensation if the cost of the works was excessive, the works have deteriorated more than expected or the works are of higher quality than Cordale Housing would have effected.

Compensation will not be paid where it is less than £100 or more than £4,000 per improvement.

Cordale can also set off any compensation payable any sum owed to the Association by the tenant.

You will not receive compensation if you are evicted or if you exercise your Right to Buy.

### Disputed Compensation

If you are unhappy with the amount of compensation offered you may request, within 28 days, a review by making a formal complaint.

## Qualifying Works

The following items outline works which will qualify for compensation and their notional life in years.

IMPROVEMENT	NOTIONAL LIFE (YEARS)
Bath or shower	12
Sound insulation	20
Wash hand basin	12
Toilet (WC complete)	12
Kitchen sink (including base unit)	10
Storage cupboard in bathroom/kitchen	10
Worktops	10
Space/water heating	12
Thermostatic radiator valves	7
Insulation of pipes, water tank or cylinder	10
Loft insulation	20
Cavity wall insulation	20
Draught proofing of external doors/windows	8
Double glazing/other window replacement/secondary glazing	20
Installation of mechanical ventilation in bathrooms	7
Rewiring/provision of power and lighting/other electrical improvements (including mains wired smoke detectors)	15
Security measures, excluding burglar alarm systems	10

This leaflet can be made available in other languages, on tape, large print or Braille on request



1 Red Row  
Renton  
Dunbartonshire  
G82 4PL

Tel: 01389 721216

Fax: 01389 755990

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

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

### Office Opening Hours

Monday	9.00am to 12.30pm	1.30pm to 5.00pm
Tuesday	9.00am to 12.30pm	1.30pm to 5.00pm
Wednesday	Closed	1.30pm to 5.00pm
Thursday	9.00am to 12.30pm	1.30pm to 5.00pm
Friday	9.00am to 12.30pm	1.30pm to 5.00pm

Cordale Housing Association is a recognised Scottish Charity (SC032859) and is registered under the Industrial & provident Societies Act No. 2411 R(S) and with The Scottish Housing Regulator No. HCB 259



## ALTERATIONS & IMPROVEMENTS