



Alterations and Improvements Policy

Contents

1.0 Scope	3
2.0 Purpose	3
3.0 Aims and Objectives.....	3
4.0 Regulatory Code and Legal Framework.....	4
5.0 Policy Outline	4
5.1 Requests for Alterations and Improvements	4
5.2 Types of Tenancy and Alterations and Improvements	4
5.3 Considering the Requested Alteration or Improvement.....	5
5.4 Monitoring and Control of Alterations and Improvements.....	6
5.5 Alterations and Improvements Request and Aids and Adaptations.....	7
5.6 Alterations made by tenants without permission	7
5.7 Properties returned to the Council with Alterations or Improvements.....	8
5.8 Compensation for Improvements	8
6.0 Related Policies, Procedures and Guidelines	9
7.0 Review	9
8.0 Document History and Approval.....	9

1.0 Scope

The Alterations and Improvements Policy sets out the approach that Broxtowe Borough Council takes when a request is made from a tenant. Alterations and improvements are always made at the sole expense of the tenant and the tenant is responsible for carrying out the work themselves or appointing a suitable and competent tradesperson to undertake the work.

The policy only applies to Council properties and tenants and not leaseholders.

The policy does not cover the interior decoration of properties or minor DIY. It also does not cover any policies or regulations that specifically surround Planning or Building Control.

2.0 Purpose

Tenants may wish to make alterations and improvements to their properties to make their homes more suitable for their needs and lifestyles.

The Policy provides a framework for how requests will be processed and the steps that the tenant and the Council should take when requesting or processing a request for an improvement.

An alteration is defined as work that:

- Alters, removes or replaces any of the existing fabric of the building, its grounds or boundaries
- Replaces a Broxtowe Borough Council fixture or fitting with one of the tenants own which is of a similar quality or standard as the original
- Permanently removes a Broxtowe Borough Council fixture or fitting

An improvement is defined as work that:

- Replaces a fixture or fitting with a tenants own which is of a higher standard or quality
- Installs an item where there is currently not one present or is of a different type to the one installed
- Extends the floor area of the property in any way

3.0 Aims and Objectives

The aims and objectives of the policy are

- To clarify how alteration and improvements are requested
- The types of tenancy and how they affect the rights to make alterations and improvements.
- To explain how the Council considers alteration or improvement requests.

- To explain what measures the Council may take to monitor or control alterations and improvements.
- To clarify how alterations and improvements link to aids and adaptations
- To explain the actions that Council will take when a tenant makes an alteration or improvement without seeking permission
- To explain what considerations the Council will make when properties are returned with alterations and improvements present.
- To explain the process surrounding compensation for improvements

4.0 Regulatory Code and Legal Framework

Landlord and Tenant Act 1985

Housing Act 1985

Housing Act 1996

Gas Safety (Installation and Use) Regulations 1998

Electrical Equipment (Safety) Regulations 1994

Control of Asbestos Regulations 2012

Health and Safety at Work Act 1974

Housing Act 2004 (Housing, Health and Safety Rating System)

5.0 Policy Outline

5.1 Requests for Alterations and Improvements

The Council requires that a tenant requests alterations and improvements in writing wherever possible. The Council will make reasonable adjustments, in accordance with the Person Centred Housing Services Policy, for those that cannot do this.

The Housing Act 1985 S.97 (1) determines that it is a term of a secure tenancy that the tenant will not make any improvement without the written consent of the landlord.

The Council will make the decision on whether the information provided by the tenant is enough to make a determination on the alteration or improvement or whether any additional information is required from the tenant. If additional information is required from the tenant, the Council will request it. The tenant will be given 14 days to provide the additional information.

5.2 Types of Tenancy and Alterations and Improvements

Only Secure Tenants have the right to make alterations and improvements within the legislation.

Introductory Tenants do not have the same rights in accordance with their tenancy. However, the Council will consider requests from Introductory Tenants but may refuse alterations and improvements in certain circumstances, particularly those that

are likely to cause significant changes to the property, such as where structural change is requested or works that change the size or composition of the property.

5.3 Considering the Requested Alteration or Improvement

The Council will require full details of the alterations or improvements that are being requested. This may include drawings or other permissions from Planning or Building Control. Any costs that are incurred from making these enquiries will be met by the tenant requesting the works, even if the works are refused at any stage.

In the first instance requests will be considered by the Housing Officer or Independent Living Co-ordinator. For more complex requests they may seek advice from a more senior officer within their own team or from a Repairs Inspector.

It may be necessary for relevant officers of the Council to carry out home visits to assess the works and consider the request.

Where significant works are being requested, the Council may request financial information from the tenant to provide reassurance that the works can be completed and that the Council will not be left with a significant liability if works are not completed satisfactorily.

Certain works will need to be completed by a competent tradesperson, such as any gas or electrical work. The Council will require details of the person completing the works, the exact detail and scope of the works and will request the appropriate certification be provided on completion of the works. This is to ensure that all works are completed safely.

On considering whether permission will be granted the Council will ensure that any works would not have implications on existing fire safety measures and that the works will not disturb asbestos in the property. Identification of these issues does not mean that permission will be automatically refused, but the tenant may be asked to complete additional works to ensure that these risks are mitigated.

If the tenant does not provide additional information requested, including information from a tradesperson within 14 days of the request, then the request will be refused. A new request can be made at a later date if information is then provided.

Once the Council has all the information, the Council will respond to the alteration or improvement request to grant or refuse and it will do so in writing within 7 days. The granting of a request will be subject to conditions set by the Council being met. These will be specified to the tenant in writing.

The Council will consider requests for alterations and improvements to aspects of the home where it is an existing component that the Council has a liability to maintain, such as

- The installation of a new kitchen or bathroom
- Redecoration of the outside of the home
- Any insulation related works

- Request to change any gas or electrical installations

The Council will consider requests to change the fabric of the building or property, such alterations may require planning or building control consents, such as

- Extensions
- Conservatories or lean-to
- Any outbuilding or shed of any kind or construction
- A driveway or car port
- Replacing fencing
- Loft conversions
- Extensive garden works, such as installation of a pond or water feature

Additionally, an alteration that has no negative effect on the composition or value of a property or the value its neighbouring properties will be considered, for example

- Installation of a satellite dish subject to planning permission
- Installation of a water meter
- Installation of a water butt

The Council does not require a tenant to request permission for an energy smart meter to be installed. However, if the energy supplier requests evidence of permission from the landlord, this can be provided.

The Council will not unreasonably refuse permission for an alteration or improvement. The criteria that the Council may refuse an alteration is as follows.

- It is likely to present to health and safety risk to those in occupation, those visiting or those living around the home
- The alteration will reduce fire safety measures
- That the alteration or improvement will change the use of the property, such as for running a business
- That the alteration or improvement will make a change to the property that will negatively affect the ability for the Council to let it in the future, such as removing bedrooms.
- The alteration is refused planning, building control or party wall approval
- That it removes amenities that Broxtowe Borough Council or partners have provided at the property to make the home suitable for an occupant or occupants with specific needs
- That it alters, exposes, encloses or partitions a communal area
- If the property is a new build and is within a warranty or guarantee period
- Where there is a preservation or conservation order in place that could be contravened by the alteration or improvement
- Where the alteration encroaches on another parties' land or on to land that is not owned by Broxtowe Borough Council

5.4 Monitoring and Control of Alterations and Improvements

In the case of significant alterations and improvements, particularly those that require structural change or a change to an installation within the property, such as to gas or electrical installations, the Council may request access to the property during the works to check the progress and to ascertain whether the works are within the scope of what has been given permission for.

Following the completion of the works, the tenant should notify the Council when requested to do so in order for the Council to assess the works and request any certification to be provided.

Tenants should work proactively to complete the works in a timely manner to minimise disruption to neighbours and to ensure that the property does not remain in an untidy condition for a lengthy period. If the Council considers that the works are taking too long and the Council does not receive appropriate assurances about completion and progress, the Council will consider taking tenancy enforcement action.

The Council will keep a record of all permissions given and the likely timescales for completion, so that it can monitor if notification of completion of works has not been given.

5.5 Alterations and Improvements Request and Aids and Adaptations

The Council will look to facilitate aids and adaptations for those with mobility needs and will act in accordance with its Aids and Adaptations Policy when deciding whether the Council should carry out works or not.

5.6 Alterations made by tenants without permission

Where alterations or improvements are made without the permission of the Council, the Council will first consider whether it wishes to grant permission retrospectively.

This may be applicable to minor alterations and improvements, such as those referred to in 5.3 as not affecting the composition or value of a property, the Council should advise the tenant that they are in breach of their tenancy and do so in writing. However, the Council will confirm in writing that the works are granted retrospectively.

In situations where this is not possible, the Council will request that the property be put back to the condition it was before work started and the Council will confirm the works that are required to the tenant.

If the tenant does not cooperate with the Council's request, the Council will carry out the work on behalf of the tenant and a recharge will be raised for the full costs of doing so. The Council will also consider whether tenancy enforcement action is appropriate.

If the tenant does not cooperate and allow the Council to complete the works or obstructs the Council in completing the works, the Council may apply to the Court for an Injunction to gain access to the property and complete works and take tenancy enforcement action. The tenant will be recharged for all costs that are incurred by the Council. Possession action will also be considered against the tenant if considered proportionate to do so.

5.7 Properties returned to the Council with Alterations or Improvements

When a property is returned to the Council with alterations and improvements and it is required that they be removed before it is relet, the Council will check if the works carried out had permission. If the works did not have permission, the tenant will be recharged for the costs that the Council incurs in putting the property into a condition where it can be let.

If alterations or improvements can remain, the Council will make clear to the incoming tenants as part of their tenancy signup and specify within their tenancy agreement the works that are non-standard and therefore the Council may not be able to maintain or replace them if they should require repair or replacement.

5.8 Compensation for Improvements

The Housing Act 1985 S.99 gives secure tenants the right to compensation for certain improvements.

Claims for compensation must be made no more than 28 days before and no more than 14 days after end of the tenancy.

Tenants may be eligible for compensation if

- They are a secure tenant
- The works were carried out after the 1st April 1994
- That the works had the permission of the Council

Tenants who have moved by mutual exchange or who have transferred must make their claim at the time that they move.

Tenants who have gained the property as a result of a succession may be eligible, even if they did not carry out the improvement works.

Tenants who were assigned the property by an order of the Court from the tenant who carried out the improvement work may also qualify.

The Council will request that receipts of invoices are provided for the works completed that are being claimed for.

The method of calculation, the qualifying improvements and notional life of each qualifying improvements that is eligible for compensation is outlined in the Compensation for Improvements Procedure.

6.0 Related Policies, Procedures and Guidelines

This policy should be read in conjunction with the:

- Alterations and Improvements Procedure
- Aids and Adaptations Policy
- Compensation for Improvements Procedure
- Person Centred Housing Services Policy
- Repairs Policy
- Repairs procedures
- Tenancy Management Policy
- Tenure Policy
- Tenancy Agreement

7.0 Review

This Policy will be reviewed every 3 years unless there are significant changes in legislation.

8.0 Document History and Approval

Date	Version	Committee Name
16/1/19	1.0	Housing Committee
9/2/22	2.0	Housing Committee
2/9/25	3.0	Cabinet