



Policy on :	Alterations & Compensation Policy
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Compliant with Performance Standard :	AS2.2 Stock management – we follow sound stock management strategies to ensure our houses are in demand, modernised, and adapted as peoples needs change
Compliant with Tenant Participation Strategy :	This policy has been circulated to RTO's and has been to the policy review group.
Compliant with Equal Opportunities :	Yes
Compliant with Internal Management Plan :	Policy review required as part of Property Services action plan.

Date for Approval :	31st July, 2008
Date for Review :	July 2011

Responsible Officer :	Property Manager – Dougie McIntyre
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This leaflet can be made available in different languages and alternative formats

1. Introduction

Tenants and service users may wish to alter their properties themselves or may be eligible for compensation when properties are damaged or vacated. This policy sets out the way in which these types of approvals and payments will be managed by the Association.

2. Permission

Tenants must apply for permission before altering their properties. An alteration is any modification to the original standard specification of the property. This includes both internal and external areas. This should be done by filling the proforma shown in appendix 1 and submitting it to the Association. This will then be assessed by staff who may visit or request further information.

A response will be given within 28 days, if the tenant does not receive a reply within the 28 days the tenant can assume that permission has been automatically granted.

Some alterations may have special conditions attached before approval is given. This guidance will be submitted in writing to the tenant. It is important that this guidance is complied with as failure to do so may result in the permission being withdrawn and the requirement made to reinstate the property to its original condition. If an alteration is reversed any costs incurred as a result will be passed onto the tenant.

The tenant shall be responsible for the future maintenance of the alteration during the tenancy and for any damage to the surrounding area caused as a result of carrying out the alteration. At the end of the Tenancy the tenant may request that the Association inherit the alteration, if this is the case confirmation in writing will be sent to the tenant.

3. Appealing Against A Decision

The tenant will have 14 days to appeal the decision from the date of the reply. Any further disputes arising as a result of an alteration request refusal, will be dealt with the Association's Complaints Procedure.

4. Unauthorised Alterations

Unauthorised alterations can be identified in a wide variety of ways, any suspected unauthorised alterations shall be checked against the database held for alteration requests. On discovery of any un-authorised alterations a decision will be made by the Association on whether to give retrospective consent, remove/reinstate unauthorised works or require the tenant to remove/reinstate any alterations. Any additional costs will be recharged to the tenant if appropriate.

5. Compensation

National Right to Compensation - Right to Compensation for Improvements - Housing (Scotland) Act 2001

This scheme sets out a process through which compensation may be paid for certain improvements. This scheme is a legal requirement and the association is duty bound to adhere to it. The level of compensation varies with regard to the length of time the improvement has been in place.

5.2 Voluntary Compensation

The Association may choose to pay compensation for improvements that are outwith the statutory scheme. Requests for this type of compensation will be reported to the property sub-committee to make a decision.

5.3 Compensation For Decoration

Where the Association has to carry out major property improvements we may damage decoration. In general we will always aim to minimise damage to tenants own decoration when carrying out these works. Where significant damage is caused the Association will offer to reinstate the decoration to a basic standard.

Tenants would not normally be offered compensation in circumstances where new radiators or kitchen units are installed that are a different size to the existing fittings.

5.4 Compensation For Negligence

If a loss has been incurred by a tenant due to negligence by a Contractor or third party a claim should be made by the Tenant against the third party and their insurers. The Association will support the claim by providing and passing on all relevant information.

6. Reporting

Where compensation is paid it will be reported to the Property Management Sub-Committee as part of the planned maintenance monitoring report.

7. Complaints

Barrhead Housing Association operates a complaints policy that is open and transparent. Should any customer or service user feel the need to make a complaint against an individual or the organisation, the complaints policy and procedure will be implemented.

In keeping records about complaints and in allowing access to our files we will comply with the legislative requirements including, Access to Personal Files Act 1987 and Data Protection Act 1998.

Should any customer or service user have a complaint that is unresolved to their satisfaction they can refer the complaint to The Scottish Public Service Ombudsman, the details of which can be found in the complaints policy.

8. Equal Opportunities

Barrhead Housing Association is committed to providing fair and equal treatment to all our customers. The Association believes that no person should suffer disadvantage due to the following: race, ethnic origin, nationality, colour, religion or belief, sex, sexual orientation, marital status, civil partnership status, age, or disability.

We will offer customers a range of options for communicating with us, since requiring to contact us may have to be in writing and this may be a deterrent, for example for people with poor literacy skills, visual impairment, or where first language is not English. We will monitor use of our policy and procedure for ethnic origin and disability to ensure that our procedures deliver fair outcomes for different groups of customers.

Appendix 1

Alteration Application Form

Name:

Address:

Telephone No:

Details Of Proposed Alterations:

I/We have investigated with the necessary authorities and planning/building consent:

is required is not required don't know

If so, please provide copies of the approval. If you are in doubt, please consult the Housing Association for advice.

The proposed alteration works will be carried out by:

Myself Qualified Tradesman Other*

* If other please specify:

Signed _____

Date _____