Calvay Housing Association Limited

ALTERATIONS & IMPROVEMENTS POLICY & PROCEDURE

Approved: 16 Oct 2025
Next Review Date: Oct 2030

CONTENTS **PAGE**

1.	Introduction	1
2.	Aims and Objectives	1
3.	Legislation & Good Practice	2
4.	Delegation of Responsibility	2
5.	Application Process	2
6.	Tenant Responsibility	4
7.	Qualifying for Compensation	4
8.	Qualifying Alterations and Improvements	5
9.	Exclusions	5
10.	Calculating Compensation	6
11.	Paying Compensation	6
12.	Appeals and Complaints	7
13.	Role of the Committee	7
14.	Equal Opportunities	7
15.	Confidentiality and Data Protection	7
16.	Policy Review	7

APPENDICES

1.	Alterations & Improvements Procedures	8
2.	Alterations / Improvements Application Form	9
3.	Acknowledgement Letter	11
4.	Extract from Housing Scotland Act 2001, Section 28 and Part 1 of Schedule 5	12
5.	Standard Letters	14
6.	Qualifying Improvement Work and Notional Life	18
7.	Right to Compensation Leaflet	19

1. Introduction

1.1 Calvay Housing Association recognises that the properties let to our tenants become their home and understands the desire to make the house a reflection of the tenants' own tastes and preferences. The Association wishes to support residents in their efforts to make the property a comfortable and pleasant home for themselves and their families and, in doing so, would hope to foster a sense of ownership and pride in their home. The Association also recognises that it has a duty to ensure that all its properties are kept in a safe condition and to the highest possible standard.

1.2 The Housing (Scotland) Act 2001 states that any tenant wishing to make an alteration or improvement to their property must first obtain the Association's approval. It further states that such permission must not be unreasonably withheld.

1.3 The Association fully supports a tenant's right to carry out improvements as part of its policy of maintaining its houses to the highest standard and will seek to assist any tenant wishing to exercise this right.

1.4 The Act also allows for compensation to be paid at the end of a tenancy for certain alterations/improvements works and therefore clear guidance is needed to ensure this is affected properly.

2. Aims and Objectives

2.1 The policy sets down the steps to be followed to ensure a fair and consistent approach is applied to all tenant applications for alteration or improvement works.

2.2 To establish clear policy, procedure and criteria for granting permission to carry out alterations and improvements to properties owned by the Association.

2.3 To ensure equality of opportunity in the handling of requests to carry out alterations and improvements.

2.4 To be satisfied that all work is carried out by competent and suitably qualified tradespersons and any statutory permission is obtained (where appropriate).

2.5 To ensure any work carried out by tenants does not detrimentally affect the property, or cause undue nuisance or annoyance to other residents within the area

2.6 To make sure any alterations or improvements will not incur undue maintenance for the Association nor detract from the future letting of the property.

2.7 To make tenants fully aware of their responsibilities in regard to the upkeep of any alterations and improvements they have made and the need to reinstate any fixtures and fittings belonging to the Association (where appropriate).

2.8 To ensure tenants are aware of the procedures for applying for and receiving compensation for improvements where eligible.

2.9 To clarify for the process for awarding compensation to tenants under the Right to Compensation for Improvement Scheme undertaken by Calvay Housing Association, in accordance with the Housing (Scotland) Act 2001.

3. Legislation and Good Practice

3.1 This policy has been drafted to take into account the following: -

i) Housing (Scotland) Act 2001
ii) The Scottish Secure Tenancy Agreement
iii) Scottish Housing Quality Standard

3.2 The Association also has regard to the Scottish Social Housing Charter' as introduced by the 2010 Act and sets out the standards and outcomes that all social landlords are expected to meet in the delivery of their services. This policy takes specific account of outcome 1 as follows:-

Outcome 1 - Equalities: "*every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services"*

4. Delegation of Responsibility

4.1 The Housing Assistants (HAs) and/or Officers (HOs) will be responsible for highlighting the policy and procedures associated with carrying out alterations or improvements, when signing up new tenants.

4.2 The Maintenance Officer (MO) will provide initial and ongoing contact with any tenant who enquires about carrying out alterations or improvements and will be responsible for recording and processing the application forms and granting formal confirmation of the outcome to the tenant.

4.3 The MO will visit the tenant's property where required, to discuss and assess proposed alterations or improvements, provide technical guidance and advise on the details of any conditions to be attached to the Association's approval, to the tenant, as well as the Housing Management staff.

4.4 Any requests to carry out alterations or improvements that are of a non-standard nature will require approval of the Operations Manager.

5. Application Process

5.1 Applications to carry out alterations or improvements (other than interior decoration) must be made in writing to the Association on a standard form available from the Association's offices, or in any other appropriate written form. (See Appendix 2)

5.2 All applications received will be acknowledged within 5 working days and the tenant advised in writing what is required of them and of the Association. Tenants will also be reminded not to start any work until they have received written permission from the Association. (See Appendix 3)

5.3 The Association must advise the applicant in writing of whether they can proceed or not within 28 calendar days. If the Association does not respond within this timescale, it will be deemed that permission has been granted. This is in accordance with the Housing (Scotland) Act 2001. (Appendix 4)

5.4 Permission will normally be granted subject to the following conditions: -

i) The Association is satisfied that any proposed alterations or improvements will meet relevant standards of safety and workmanship (although the Association will accept no responsibility for supervising the work).

ii) Unreasonable maintenance expenditure will not be involved.

iii) The work will not detract from the future letting of the property.

iv) Appropriate building warrants, planning permissions etc. have been received

v) Any fixtures or fittings belonging to the Association that are being removed are re-instated at the end of the tenancy, if the tenant intends to remove their own, or if requested to do so by the Association.

vi) Replacement parts and ongoing maintenance resulting from the alterations are at the tenant's own expense.

vii) The work will not result in a failure of the Social Housing Quality Standards (SHQS)

viii) The work will not result in a negative impact on the Energy Efficiency score of the property.

ix) Should any nuisance to neighbours be deemed to be caused or exacerbated by any alterations or improvements carried out, e.g. the installation of laminate flooring, the tenant may subsequently need to remove it.

x) Where the proposed alteration/improvement includes electrical, gas or plumbing works the Association must be satisfied that the works carried out meet all relevant safety regulations and are completed to an acceptable standard. The Association will require copies of certification associated with the work, for example, an Electrical Installation Certificate.

5.5 A pre-inspection may be required before any work proceeds depending on the nature of the work and a post inspection may also be carried out, upon completion of the work. This will generally be carried out by the Maintenance Officer, or other member of the Maintenance Team, as appropriate.

5.6 If upon post inspection the work has not been carried out to a standard acceptable to the Association, the tenant will have to bring the job up to the required standard or remove the work and reinstate the property to its original condition.

5.7 If an application to carry out an alteration or improvement is refused the reasons for refusal will be given in writing and the tenant advised of their right to appeal.

6. Tenant Responsibilities

6.1 Sections 5.19 - 5.21 of the Scottish Secure Tenancy Agreement details tenant responsibilities and rights in relation to alterations and improvements. Tenants must apply to the landlord for permission to carry out any works to the property, other than interior decoration, and written permission must be received from the Association before any work is started.

6.2 Tenants must also inform the Association once the work is completed and allow access for an inspection of the works if required.

6.3 It is the responsibility of applicants to apply for all statutory approvals such as Building Warrants, Planning Consent etc. and they must provide copies of all relevant documentation to the Association both prior to carrying out the works and on completion, as appropriate.

7. Qualifying for Compensation

7.1 Compensation will only be payable to the person(s) who holds a valid tenancy agreement with Calvay Housing Association for the property affected by the improvement.

7.2 To be eligible for compensation the tenant must provide receipts for work done at the time of application and granting of permission.

7.3 Compensation payments will be made on a depreciation basis.

7.4 Tenants will be advised of the rules regarding compensation (where appropriate), at the time permission for the work is granted.

7.5 Compensation will only be payable under the following conditions: -

(i) The improvement has been carried out on or after 30th September 2002

(ii) The Association has given written consent to the alteration or improvement in compliance with the Association's Alterations and Improvements Policy.

(iii) The valid tenancy has or is coming to an end

(iv) The improvement falls into the qualifying category set out in paragraph 8.1

(v) The amount of compensation is over £100.00 following the depreciation calculation set out in paragraph 10.1

7.6 Where an outgoing tenant is ending a tenancy as part of a Mutual Exchange then the outgoing tenant will be assessed based on criteria set out in 7.5. Incoming tenants will be advised that they are accepting the property as seen and if future improvement works or component replacement are planned then they will be to the Association's standard and not necessarily a "like for like" replacement.

8. Qualifying Alterations and Improvements

8.1 Compensation is payable for the following improvements where they were started on or after 30th September 2002 and include the permitted installation, replacing or fitting of: -

(i) A bath or shower

(ii) Cavity wall insulation
(iii) Sound insulation

(iv) Double glazing, other external windows or secondary glazing

(v) Draught proofing external doors or windows

(vi) Insulation of pipes, water tanks or cylinders

(vii) A kitchen sink

(viii) Loft insulation

(ix) Re-wiring, providing power or lighting, or adding other electrical fixtures (including smoke detectors)

(x) Security measures other than a burglar alarm

(xi) Space or water heating

(xii) Storage cupboards in the bathroom or kitchen

(xiii) Thermostatic radiator valves

(xiv) A wash hand basin

(xv) A water closet

(xvi) A work surface for preparing food

(xvii) Mechanical ventilation in bathrooms and kitchens

8.2 While the right to compensation may apply to shower installations, compensation will only be paid where the shower is in full working order at the time of the tenant giving up their tenancy.

9. Exclusions from Compensation

9.1 The following circumstances will be excluded from compensation: -

(I) Internal decoration of a dwelling

(II) Improvements which do not have written consent from the Association

(iv) Improvements carried out before 30th September 2002

(v) Formulated compensation which is less than £100.00

9.2 Additional exclusions will apply when the tenancy ends because:-

(i) The house was disposed of under Section 14 of the 1987 Act

(ii) An order for recovery of possessions was made on any of the grounds specified in Part 1 of schedule 2 to the 2001 Act

(iii) The house was disposed of under section 65 of the 2001 Act

(iv) The right to buy under part 2 of the 2001 Act has been exercised

(vi) The Association has granted the qualifying person a new tenancy, whether alone or jointly, to the same, or substantially the same, house.

9.3 Compensation will not be payable to the extent that the amount of compensation would exceed £4,000.00 per improvement.

9.4 Compensation will not be paid for appliances such as cookers, fridges, washing machines, etc.

9.5 While external labour costs are allowable, the tenant's own labour will be excluded.

10.0 Calculating Compensation

10.1 To allow for depreciation of alterations/improvements, the following calculation will be adopted: -

$$C \times 1 - \left(\frac{Y}{N}\right), \text{ where}$$

C = the cost of improvement works less than the amount of any external grant that has been awarded towards the improvement.

N = the notional life of improvement affected by the work

Y = the number of years starting on the date on which the improvement was completed and ending on the date on which the tenancy ends.

For the purposes of this calculation part of a year shall be counted as a full year

10.2 See Appendix 6 for notional life (N) of components

11.0 Paying Compensation

11.1 All new tenants will be advised of their Right to Compensation for Improvements when signing their tenancy agreement and will receive an Information Leaflet explaining the legislative and practical measures involved. (See Appendix 7) Information on the scheme is also available on The Association's website.

11.2 The Association will also advise tenants via the Association's website, of the claiming procedure and the following response times will be adopted: -

(i) The tenant must claim in writing to the Association within the period starting 28 days before and ending 21 days after the tenancy comes to an end.

(ii) Payment of compensation or written explanation of exclusion to the tenant will come from the Association within 28 days of receipt of the claim.

(iii) Tenants who are in arrears of any payment (including rechargeable repairs) due to the Association will not be excluded from the scheme but a valid compensation payment may be used to offset any debt owed by the tenant to the Association.

12.0 Appeal and Complaints

12.1 Tenants who are dissatisfied with the outcome of any aspect of the process are advised to use the Association's Complaints Policy and Procedure.

12.2 Final recourse can be made to the Scottish Public Services Ombudsman.

13. Role of The Committee

13.1 The role of the committee will be limited to:-

(i) considering and reviewing the policy

14. Equal Opportunities

14.1 The Association will consider its responsibilities under the Equality Act 2010 and its equality and diversity policy when implementing this policy.

15. Confidentiality and Data Protection

15.1 The Association will ensure that we meet the requirements of the General Data Protection Regulations 2018. All information provided by customers in relation to this policy will be treated with the strictest of confidence and will not be disclosed to any third party without the express permission of the person concerned.

15.2 Under the Data Protection and Access to Information legislation, customers have the right to request access to information pertaining to them which is held by the Association. Requests for such access will be processed in line with the Association's relevant policy and procedures.

16. Policy Review

16.1 This Policy will be reviewed every five years, or earlier should the need arise to reflect changing circumstances or changes in legislation or good practice standards.

Appendix 1

Alterations & Improvements Procedures

1. Upon receipt of an Alterations/Improvements Application, (Appendix 2) the Maintenance Officer will note the details on the Alterations/Improvements database.

2. The Maintenance Officer will acknowledge receipt of the application within 5 working days and attach a copy of the letter to the application form. (Appendix 3)

3. If the work is of a standard nature, (see undernoted list at Point 10), the Maintenance Officer will determine whether an inspection visit is required and then issue the tenant with the relevant standard letter (Appendix 5) indicating approval with conditions. A copy of the letter will be attached to the application form.

4. If the work is of a non-standard nature, the Maintenance Officer will carry out a pre-inspection visit to clarify the proposals, before deciding whether to approve or not and what, if any, conditions should be applied to the approval, prior to notifying the tenant in writing.

5. Where an application is refused, the Maintenance Officer will advise the tenant in writing of the reasons for refusal.

6 **All applications must be dealt with and the tenant informed of the outcome within 28 calendar days of their being received. Failure to do this will result in the alteration or improvement being deemed to have been granted.**

7. The Maintenance Officer will be responsible for recording all actions and comments on the database and record sheet, which will be held in the Alterations/Improvements Register until the application has been dealt with. Once the tenant has been notified of the decision, the application and all related correspondence will be filed in the tenant's house file (either in paper format or electronically, as appropriate).

8. Following completion of the work, the Maintenance Officer will carry out an inspection visit (where appropriate), to ensure the work has been carried out to a satisfactory standard.

9. Where the works are such that Compensation for Improvements may be applicable in future, the Maintenance Officer will advise the tenant of this in writing and that copies of invoices, planning permission and building warrant certificates where appropriate, must be provided, to enable eligibility for any future payment.

10. Certain works are most commonly requested and therefore attract a standard reply – (See Appendix 5 for standard approval letters with conditions)

(i) Installation of laminate flooring
(ii) Installation of satellite dish
(iii) Installation of burglar alarm
(iv) Erection of timber shed

Appendix 2

Calvay Housing Association Limited

ALTERATIONS / IMPROVEMENTS APPLICATION FORM

1. **Address of property to be altered / improved:**

_____

_____

2. **Full name(s) of tenant(s):**

_____

3. **Daytime Contact Tel No:-**

_____

4. **Details of proposed alterations / improvements**:
(Please provide fullest details including plans, specification, details of materials, etc)

_____

_____

_____

_____

_____

_____

_____

_____

5. If you intend to remove any existing fixtures or fittings owned by the Association, please detail:-

_____

_____

_____

_____

6. To be eligible for the Right to Compensation for Improvements you must provide copies of all invoices for work and/or receipts for materials, etc. ***(NB. This only relates to certain improvements as specified in the Housing (Scotland) Act 2001)***

Please give Estimated Cost of Works_____

7. If the proposed work requires Planning Permission and/or a Building Warrant, you must also provide copies of these documents as proof of permission having been granted, prior to any work being carried out.

Have you applied for Planning Permission? YES / NO

Have you applied for a Building Warrant? YES / NO

7. DECLARATION

I understand and accept that no work should be carried out unless and until written permission has been received from Calvay Housing Association Ltd.

Tenant(s) Signature: _____

_____

Date: _____

Please return to:

Calvay Housing Association
16 Calvay Road
Barlanark
GLASGOW G33 4RE

Any queries, please contact:-

Tel: 0141 771 7722
Email: enquiries@calvay.org.uk

Appendix 3

Date

Name
Address
Barlanark
Glasgow

Dear

APPLICATION FOR ALTERATIONS / IMPROVEMENTS PERMISSION

I acknowledge receipt of your application for permission to carry out alterations or improvements to your property which was received on ……..(Enter Date).

Please note that all Scottish Secure Tenants, who want to make alterations to their property, must get written permission from their landlord before carrying out any works. Landlords have one month in which to provide a written response and may grant permission with or without certain conditions being attached. Landlords must not withhold permission unreasonably, but if permission is refused, we must let you know our reasons for this. This is in accordance with the Housing (Scotland) Act 2001 and is also noted in your Tenancy Agreement in Clauses 5.23, 5.24 & 5.25 under Alterations & Improvements.

While we legally have a month to respond to you, we will always try to respond as soon as possible. However, you must not start any work until you have received our written permission. I trust this clarifies the situation.

Yours sincerely

Appendix 4

HOUSING (SCOTLAND) ACT 2001
SCHEDULE 5 SCOTTISH SECURE TENANCY: ALTERATIONS,

(Introduced by section 28)

SECTION 28 – LANDLORD'S CONSENT TO WORK

(1) It is a term of every Scottish secure tenancy that the tenant is not to carry out work, other than interior decoration, in relation to the house without the consent in writing of the landlord, which must not be unreasonably withheld.

(2) In this section and Part 1 of schedule 5, "work" means—

a) alteration, improvement or enlargement of the house or of any fittings or fixtures,
b) addition of new fittings or fixtures,
c) erection of a garage, shed or other structure,
d) but does not include repairs or maintenance of any of these.

(3) The provisions of Part 1 of schedule 5 have effect as terms of every Scottish secure tenancy.

(4) The Scottish Ministers may issue guidance to landlords as to the standards to which different descriptions of work should be carried out and as to the matters to which landlords should have regard in considering imposing conditions under paragraph 2(b) of schedule 5 as to the standard of work.

PART 1 OF SCHEDULE 5 - ALTERATIONS ETC. TO HOUSE

(1) tenant under a Scottish secure tenancy who wishes to carry out work must make a written application to the landlord for the landlord's consent, giving details of the proposed work.

(2) he landlord may—

a) consent,
b) consent subject to such reasonable conditions as the landlord may impose, or
c) refuse consent, provided that it is not refused unreasonably.

(3) The conditions which may be imposed under paragraph 2(b) include conditions as to the standard to which the work is to be carried out; and in considering whether to impose such a condition the landlord must have regard to—

a) the age and condition of the house,
b) the cost of complying with the condition, and
c) any guidance issued under section 28(4).

(4) The landlord must intimate its consent or refusal, any conditions imposed and, in the case of refusal, the reasons for the refusal, to the tenant in writing within one month of receipt of the application.

(5) If the landlord fails to comply with paragraph 4, it is to be taken to have consented to the application.

(6) A tenant who is aggrieved by a refusal, or by any condition imposed under paragraph 2(b), may raise proceedings by summary application.

(7) In such proceedings the court must, unless it considers that the refusal or, as the case may be, the condition is reasonable, order the landlord to consent to the application or to withdraw the condition.

(8) In deciding whether a refusal or a condition is reasonable the court is to have regard in particular to—

a) the safety of occupiers of the house or of any other premises,

b) any expenditure which the landlord is likely to incur as a result of the work,

c) whether the work is likely to reduce the value of the house or of any premises of which it forms part, or to make the house or such premises less suitable for letting or for sale, and

d) any effect which the work is likely to have on the extent of the accommodation provided by the house.

Appendix 5 (i)

Dear

APPLICATION TO INSTALL LAMINATE FLOORING

I refer to your application for permission to fit laminate flooring in (*list rooms specified*) which was received in this office on *(Insert date*). I now confirm that approval has been granted, subject to the undernoted conditions: -

1) You will be liable for any damage to under-floor services, e.g. water, electricity or gas pipes, as a result of the installation.

2) Any doors that require to be adjusted to close due to the increased flooring height will be your responsibility.

3) Any required levelling of the existing floor to allow the installation to be carried out will be your responsibility.

4) Should the Association require access under the existing floorboards to carry out any repairs or maintenance to the property, it will be your responsibility to lift and relay the laminate flooring to allow such access, not the Association's.

5) The Association will not accept liability for any damage to your laminate flooring that has been lifted for access purposes.

6) If you end your tenancy at any time in the future you will generally be required to lift and remove the flooring prior to leaving the property, unless an alternative arrangement has been made with the Association and the incoming tenant, prior to your moving out.

7) All tenants must have respect for their neighbours as per their tenancy agreement. Should any noise nuisance to your neighbours be deemed to be caused or exacerbated by the laminate flooring, you may need to remove it.

I trust this clarifies the situation and appreciate your co-operation in this matter, but should you require any further information or discussion, please do not hesitate to contact me.

Yours sincerely

Appendix 5 (ii)

Dear

APPLICATION TO INSTALL SATELLITE DISH

I refer to your Application to install a satellite dish, which was received in this office on …….. and now advise that approval to proceed has been granted, subject to the undernoted conditions:

1) The satellite dish must be situated in the garden area on a freestanding pole and not on the building wall or fence.

2) The installation must be carried out by a competent contractor to ensure the safe siting of the pole and dish.

3) You will be wholly responsible for the maintenance of the installation, not the Association.

4) If you end your tenancy at any time in the future, it will be your responsibility to have the dish removed and the pole (if appropriate) and ensure the affected garden area is returned to its original condition, prior to leaving the property.

5) You must advise the Association when you have carried out the installation, so that our Maintenance Officer can carry out an inspection visit to ensure the work has been completed to our satisfaction.

I trust this clarifies the situation and appreciate your co-operation in this matter. Should you require any further information or discussion in this regard then please do not hesitate to contact me.

Yours sincerely,

Appendix 5(iii)

Dear

APPLICATION TO INSTALL A BURGLAR ALARM

I refer to your recent request to install a burglar alarm in your property and now confirm the situation in this regard. The Association would have no objections to this, subject to the undernoted conditions:-

1) No damage is caused to the internal or external walls

2) Any internal wiring must be clipped to the top of the skirting and door facings so that there is no damage to the property.

3) Any holes that require to be made to the external walls must be properly plugged.

4) The alarm box should not be fitted on the front elevation of the building, but on either the side or rear.

5) Any wiring required must be carried out by a qualified electrician.

6) Ongoing maintenance of the alarm will be your own responsibility and not that of the Association.

Please contact the Association to advise when you have completed the installation, so that the Maintenance Officer can call out and inspect the work, to ensure it is of a satisfactory standard. I trust this clarifies the situation, however, please do not hesitate to contact me should you require any further information.

Yours sincerely

Appendix 5(iv)

Dear

REQUEST TO ERECT A GARDEN SHED

I refer to your recent request to erect a shed in your garden, which was received in this office on…… and now confirm the situation in this regard.

The Association would have no objections to this, subject to the undernoted conditions:-

1. The shed must be of a standard size and sited in the rear garden on a secure level base.

2. There must be a minimum clear distance of 1metre all round from fences, buildings, bin stores, etc. to allow litter clearing and grass cutting.

3. The shed must not interfere with any service installations, i.e. water, gas, drainage or electricity. Should access be required to such services and are found to be underneath the shed, you will be obligated to remove it immediately to allow excavation / inspection of any such services. The Association will not be liable for any reimbursement in this regard.

4. You will be responsible for the repair and maintenance of the shed.

5. If you end your tenancy, you will be required to remove the shed and return the affected garden area to a turf finish.

I trust this clarifies the position, however please do not hesitate to contact me should you wish any further discussion or clarification.

Yours sincerely

Appendix 6

Qualifying Improvement Work and Notional Life

Item	Notional Life in Years
Bath or shower	12
Cavity wall insulation	20
Sound insulation	20
Double glazing or other external window replacement or secondary glazing	20
Draught proofing of external doors or windows	8
Insulation of pipes, water tank or cylinder	10
Installation of mechanical ventilation in bathrooms and kitchens	7
Kitchen sink	10
Loft insulation	20
Rewiring and the provision of power and lighting or electrical fixtures including smoke detectors	15
Security measures other than burglar alarm systems	10
Space or water heating	12
Storage cupboards in bathroom or kitchen	10
Thermostatic radiator valves	7
Wash hand basin	12
Water closet	12
Work surfaces for food preparation	10

Appendix 7

The Right to Compensation for Improvements
Housing (Scotland) Act 2001

What is the right to compensation for improvements for tenants?

Under the Housing (Scotland) Act 2001, Scottish secure tenants and short Scottish secure tenants may be able to receive compensation from their landlord for improvements which they have made to their home on or after 30 September 2002.
For you to qualify for this compensation we must have approved the improvement; and your tenancy must have ended. You can apply for compensation when you know your tenancy is coming to an end. We recommend you let us know about this as early as possible. If you were a secure tenant and carried out improvements to your home before 30 September 2002, you will continue to have rights to compensation under the old scheme.

Who gets compensation?

If you are a Scottish secure tenant or short Scottish secure tenant you may be able to get compensation for any approved improvements to your property. If your tenancy ends because you have died, or in other special circumstances, compensation can still be claimed. If you have succeeded to your tenancy we will be able to tell you if you qualify for compensation depending on the circumstances of the succession.

You will not receive compensation if your home is being repossessed by us or if you are being given a new tenancy for your existing home with us.

Do I need permission to make improvements?

You must get full written permission from us before you make any improvements or alterations. If we refuse permission, you have the right of appeal but remember that you can only receive compensation if we have agreed to the improvements.

An alterations form provided at the back of this leaflet must be completed and returned to our office. On the form you must detail exactly the alterations you wish to carry out and provide the information requested. We have 28 days to respond to your letter.

What kind of improvements can I get compensation for?

You can only get compensation for certain improvements which were started on or after 30 September 2002. These include installing, replacing or fitting:

- a bath or shower;
- cavity wall insulation;
- sound insulation;
- double glazing, replacing external windows or fitting secondary glazing;
- draught-proofing external doors or windows;
- pipes, water tanks or cylinders;
- a kitchen sink;

- loft insulation;
- rewiring, providing power or lighting, or adding other electrical fixtures (including smoke detectors);
- security measures other than burglar alarms;
- space or water heating;
- storage cupboards in a bathroom or kitchen;
- thermostatic radiator valves;
- a wash-hand basin;
- a toilet;
- a work surface for preparing food; and
- Mechanical ventilation in bathrooms and kitchens.

Decorating the inside of your home does not qualify for compensation.

How do you get compensation?

You must make a claim in writing to us within the period starting 28 days before and ending 21 days after your tenancy comes to an end. If in doubt, ask us how to claim.

We will need to know:

- your name and address;
- what improvements you have made;
- how much each improvement cost; and
- the date the improvements were started and finished.

We will also require access to your home to inspect these improvements.

How much can you get?

You can receive up to £4,000 for each improvement. But you will not receive any compensation for an improvement if the amount of compensation would be less than £100.

How do we work out compensation due?

We will start with the cost of the improvements and may ask you to provide proof of the amount you have spent. It is a good idea to keep a copy of any bills in a safe place and you may want to send a copy to us when the work has been done.

The value of any improvement you have made falls as the improvement gets older and as you get use out of it. The compensation you get will take the age of your improvement into account.

We may also reduce your compensation if we believe you paid too much for the improvement or the quality is higher than it would have been if we carried it out.

We may also increase or reduce your compensation depending on the condition of the improvement when your tenancy ends.

We can also take any money you owe from the compensation you are entitled to (for example, for unpaid rent or rechargeable repairs).

What can you claim compensation for?

You can claim compensation for:

- the cost of materials (but not appliances such as cookers or fridges); and
- labour costs (but not your own labour).

You will usually need to give us an invoice/receipt to show how much your improvements cost. If you have not got an invoice, tell us straight away and give a rough idea of the total cost.

What if you don't agree with our decision on your claim?

You can ask you us to reconsider our decision within 28 days of giving it to you. We must then have our decision reviewed by:

- an independent valuer or surveyor
- Committee members who were not involved in making the original decision; or
- All of our committee members.