

Improvements to your Home (Tenants and leaseholders)

We will let you improve your home if you wish to do so, but you must get our permission first. **(See the exceptions below)**

You will be responsible for all future repairs and maintenance to the improvement.

If improvement work causes any damage, you must pay the cost of putting it right.

If you carry out improvements without our permission, we may ask you to remove them and put the property back to its original condition.

When you leave the property, if we have to remove an improvement to relet the property, you will be charged for putting it right.

Improvements that will not be granted permission:

- Installation of a Wood burning stove
- Caravan Storage
- Laminate flooring of any type in flats above ground floor or glued laminate flooring in any property
- Any other improvement prohibited by planning or building regulations or the terms of your tenancy agreement
- Garden Pond.

Improvements you must have written permission for:

- Any addition or alterations to the internal or external structure of your property and garden. Including new windows and external doors, erecting sheds or other structures
- Alterations relating to
 - the plumbing,
 - gas, including fitting gas fires,
 - electrics and circuits.

If your improvement does not fall into these criteria you will normally get permission for it, either verbally or in writing. However some permissions will be granted with conditions attached that you must comply with. Just phone 01952 217100, visit your local shop or email enquiries@wrekinhousingtrust.org.uk.

Do not attempt to fit, fix or move gas appliances including a boiler or cooker yourself. Badly fitted appliances can cause gas leaks, fires, explosions and carbon monoxide poisoning.

Never block or cover air vents and flues, they might be essential for your gas appliances to work safely.

Check where your gas pipes are so you don't accidentally hammer or drill them.

*If you are in rent arrears we may withhold permission until your account is clear.

Improvements you can do with or without permission and the conditions you will be asked to stick to are set out in the table below:

Type of alteration	Do you need written consent?	Guidelines
Carpets and floor coverings	No	
Laminate flooring	No	<ul style="list-style-type: none">• Laminate flooring is not permitted in flats.• In houses only the click sort can be used, not glued.• We must be able to remove the laminate flooring without having to remove the skirting boards as well.• You will be required to move the laminate flooring so we can access the repair.• We will not relay your flooring after carrying out a repair.• Any damage caused during a repair is your responsibility.
Bathroom alteration/replacement	Yes	See criteria
Kitchen alteration/replacement	Yes	See criteria
Doors (internal)	No	<ul style="list-style-type: none">• Glazed doors need to be safety glazing that is toughened, laminated or plastic. They will have the BSI Kitemark or the British /European Standard.• You cannot remove the kitchen door, these help with fire safety.• Should you vacate the property in the future, the completed works should be left in good condition or replaced with original materials otherwise you will be recharged.

Type of alteration	Do you need written consent?	Guidelines
Internal redecoration	No	Not permitted within the first 12 months of a new build property.
Walls – any changes to position or structure of internal walls	Yes	See criteria
Built-in wardrobe / cupboards	No	You should avoid locating the wardrobe on an external wall as this may result in mould.
Water meter	Yes	Your Supplier will need the Trust's consent.
Install a stair lift	Yes	<ul style="list-style-type: none"> You must produce an Electrical Installation Certificate on completion of the installation. The installation must be carried out by a reputable company.
Electrics - new fittings	Yes	NICEIC certificate is required. See criteria
Exterior – security cameras, burglar alarm boxes, key safes, external signage and lighting	Yes	If an external light causes a neighbour nuisance, then we will ask you to adjust it, move it or remove it. See criteria for electrical works.
Change light fittings	Yes	See criteria
Fit electric sockets	Yes	See criteria
Install a shower	Yes	See criteria
Pipework (including waste pipes)	Yes	If re-routing. See criteria
Fit an outside tap	Yes	See criteria
Boiler (gas) – new, change or replace	Yes	We require a copy of the gas safety check. See criteria
Move gas pipe for cooker	Yes	See criteria
Remove gas fire	Yes	See criteria Contact the Gas team on 01952 217 259 for a quote to carryout this work.
Fit an open fire	Yes	Ensure that your chimney has been swept and you have the correct equipment including a correctly sized grid and fireguard.

Type of alteration	Do you need written consent?	Guidelines
Doors – external (new or replace)	Yes	See criteria
Paint external doors	No	Only timber doors. Fire rated front doors to flats need to be painted with fire retardant paint.
Windows - new or replacement	Yes	See criteria
Install an over door canopy	Yes	Please submit your application form with the clear sizes and materials that will be used. You will need to check if asbestos is present.
Cavity wall insulation and loft insulation	Yes	See criteria
TV aerial or satellite dish	No – If a house Yes – If a flat	See criteria
Fence removal	No	You must ensure that boundary lines are not lost.
Fencing	Yes	<ul style="list-style-type: none"> • Front boundary fencing should be no more than 1 meter in height • See 'Fencing' in Tenants' handbook for more information. See criteria
Fitting external gates	No	<ul style="list-style-type: none"> • They must match the fencing they are next to. • Gates must open inwards, onto the property.
Garden patio or decking	No	You must ensure all drains; manholes and stop taps are accessible. The finished level must be a minimum of 150mm below damp-proof course. Must not interrupt the path between the back door and gate.

Type of alteration	Do you need written consent?	Guidelines
Paint external render to the property	Yes	<ul style="list-style-type: none"> Loose render will need to be repaired first Ensure you purchase the correct type of paint Ensure the colour you use is like-for-like to the existing colour. (Note: the Trust carries out an external painting programme on a seven year cyclical basis).
Shed – new or replacement	Yes	See criteria
Remove garden shed	No	Do not proceed with removal until you have checked your asbestos survey. If asbestos is present please contact the Building Services team on 01952 217100.
Erect a greenhouse	Yes	See criteria
Conservatory	Yes	See criteria . Also require Planning Permission and building regulations consent
Erect a lean-to	Yes	Please submit your application form with the clear sizes and materials that will be used See criteria
Erect a garage	Yes	See criteria
Installing a driveway	Yes	See criteria

If our future repairs affect your improvements, for example removing laminate flooring to access wiring, **we will not pay for repairing your improvements.**

What other permissions do I need?

You may need to get building regulations approval or planning permission and, if so, give us a copy.

If your contractor requires access across a neighbour's property, you must get your neighbours written permission and give us a copy.

Who do I need to contact for Building Control or Planning Permission?

You will need to contact your local authority. Permission may be required for a dropped kerb, a satellite dish to be fitted to a block of flats etc.

<p>Telford & Wrekin Council Building Control Phone: 01952 384555 Fax: 01952 384554 Email: building control@telford.gov.uk</p>	<p>Telford & Wrekin Council Planning Phone: 01952 380380 Fax: 01952 384110 Email: planning.control@telford.gov.uk</p>
<p>Shropshire Council Building Control Phone: 03456789004 Email: enquiries@buildshropshire.co.uk Website: www.new.shropshire.gov.uk/building-control</p>	<p>Shropshire Council Planning Phone: 03456789004 Email: customer.service@shropshire.gov.uk Website: www.new.shropshire.gov.uk/Planning</p>
<p>Stafford Council Building Control Phone: 01785 619340 Email: buildingcontrol@staffordbc.gov.uk Website: www.staffordbc.gov.uk/building-control</p>	<p>Stafford Council Planning Phone: 01785 619337 Fax: 01785 619473 Email: planning@staffordbc.gov.uk Website: www.staffordbc.gov.uk/Planning</p>

What costs do I need to pay?

You must pay the full cost of the improvement work.

You will have to pay for any building regulations approval or planning permission.

Conditions required for any improvement works

A gas safe registered engineer must do any gas work. When the work is done, you must get a gas safety registration certificate from the engineer and give us a copy.

A qualified electrical installer, whose work is self-certified under a registration scheme, such as NICEIC or ECA, or an equivalent scheme, must do any electrical work. You must give us a copy of any regulation and electrical tests and inspection certificate that is needed when the work is finished.

You must keep to any special conditions we ask you to, for example, any health-and-safety regulations.

If there is asbestos in your home, we will tell you about it, along with any health-and-safety regulations you must keep to when doing the work. For example, asbestos may be present in boarding, sheeting, floor tiles, Artex or other textured coatings on walls or ceilings. **The removal of asbestos is at your own cost and you will need to use our licenced contractor.** For more information please contact the **Building services Team on 01952 217100.**

We may need to visit your home during the work to inspect the improvements.

How do I apply for Landlords Permission?

The application form is available to print off on our website [here](#). Alternatively please contact **01952 217100**: email enquiries@wrekinhousingtrust.org.uk or visit your local Trust shop to request an application, complete and return the form to the address on the form. We will aim to give you our written decision within 14 days.

When should I apply?

Apply to us when you know what you want to do and are ready to do it – but before you have purchased anything.

Once you have read the guidance on that type of improvement, you know which products you are going to use, who will carry out the work, and if structural alterations within the property or outside in the garden, you have drawn a plan that shows what will happen, have any building regulation consents – and your about ready to do it, then apply for permission.

We may be able to agree permission straight away, or we may need to talk to you further about it. In any case we will aim to confirm whether you have permission with 14 days of applying.

You must not start any work until you have received our permission to go ahead.

Standard conditions for the granting of permission to carry out improvements to the home

- You have an up to date rent account – permission may be withheld until you do.
- You have no other breaches of tenancy conditions – permission may be withheld until they are resolved.
- You have been given our expressed permission either verbally or in writing.
- You are ready to make the improvement.
- You do them at your own cost.
- You will be responsible for all future repairs and maintenance to any improvements you make to your home.
- If you cause damage to the property as a result of the improvement, you put it right. If you don't, and the Trust has to put it right, you will be recharged the cost.
- If you leave, if we ask you to, to remove the improvement and return the property to its original condition at your cost.
- Comply with any conditions attached to our permission to carry out the improvement.