

You must also give us copies of the receipts you have received for payment of the work carried out. These will be needed for us to work out any compensation due. So please hold on to these when you have the work done.

How much money will I receive?

It will depend on the age and condition of the fittings at the time that you end your tenancy.

This leaflet is a summary of our policy and procedures. Should you require further advice or guidance, please do not hesitate to contact our office.

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Alterations to Property

Information for Tenants



I would like to carry out an alteration/improvement to my home. What do I do?

If you wish to make changes to your home by carrying out alterations/improvements (apart from decorating) you must ask for permission.

You must complete our "Alteration to Property Form" giving us full details of the work you would like to carry out.

Laminated Flooring

You must obtain the Association's permission to fit laminated flooring. If you live in a flat, you will be advised to fit acoustic underlay and that it must be fitted to the manufacturer's recommendations.

If the Association receives complaints from your neighbours regarding noise nuisance caused by laminate flooring not being laid properly, you will be asked to remove it.

Can I commence work right away?

You should not start work until you have received written approval from the Association. We must make sure that the alteration you propose to carry out will not damage your home or make it unsafe.



What kind of improvements can I get compensation for?

Not all types of improvement are eligible for compensation. You **may** receive compensation for installing the following:

- A bath or shower
- Cavity wall insulation
- Sound insulation
- Double glazing, replacing external windows or fitting secondary double glazing
- Draught proofing external doors or windows
- Replacing pipes, water tanks or cylinders
- A kitchen sink
- Loft insulation
- Rewiring, providing power or lighting or adding other electrical fixtures (including smoke alarms)
- 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
- Mechanical ventilation in bathrooms and kitchens
- A work surface for preparing food

You will only be eligible to receive compensation if you have obtained our written permission before making the improvements to your home to qualify for compensation.

Refusing Permission

If we are refusing you permission we will send you a letter giving you the reason. We will not withhold permission unreasonably.

What can I do if I wish to object to your decision?

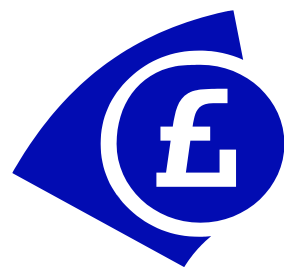
If you are not happy with our decision you have the right to complain using our complaints procedures. Details of how you do this can be obtained from our staff.

Do I let you know when the work is completed?

You should contact our office to let us know that the work is completed. Our Maintenance Officer will then arrange to visit your home and inspect the work.

If I end my tenancy will I receive any compensation for the alterations I have carried out?

You will be advised when you complete the alteration/improvements to your home if you may qualify for compensation for the work done if you ever end your tenancy. If you qualify and then end your tenancy you can submit a claim for compensation within 21 days of your tenancy end date.



How long will it take before I hear from you?

We will acknowledge your form on receipt and check if it contains all the necessary information we require to make a decision.

Do I require to obtain Planning Permission or a Building Warrant?

It is the responsibility of your local council to grant planning permission or a building warrant. However, not all types of work require planning permission or a building warrant. It is your responsibility to contact your local council to check if you require to obtain their approval.

If you require this, you must obtain it before returning the alteration to property form to the Association as we will require a copy of approved plans with your Application.



The telephone numbers for each Council are as follows:

Clackmannanshire Council

Kiln Craigs, Alloa FK10 1EB

Web Site: www.clacksweb.org.uk

Planning permission Contact Details

Telephone: 01259 450000

E-mail: development.services@clacks.gov.uk

Building Control Contact Details

Telephone: 01259 450000

E-mail: buildingstandards@clacks.gov.uk

Falkirk Council, Abbotsford House, Bainsford

Web Site: www.falkirk.gov.uk

Planning Permission Contact Details

Telephone: 01324 504748

E-mail: dc@falkirk.gov.uk

Building Control Details

Telephone: 01324 504985

E-mail: buildingcontrol@falkirk.gov.uk

Stirling Council, Viewforth Stirling

General Switchboard: 0845 277 7000

Web Site: <http://www.stirling.gov.uk>

Planning Permission Contact Details

Telephone: 01786 442515

E-mail: planning@stirling.gov.uk

Building Control Contact Details

Telephone: 01786 432033 Fax 01786 432203

If the council advise you that you do not require their approval you should indicate this in section 6 and/or 7 of the application form.

What happens next?

When we receive your completed form we will check to ensure that you have given us all the details we require. If there is anything missing or not clear we will contact you advising you what additional information you should give us.

Our Maintenance Officer may contact you to arrange to visit your home to discuss the work you propose to carry out.

Granting Permission

Should you meet all the relevant requirements you will receive a letter confirming that we are granting you permission to carry out the work. Our reply will include any conditions regarding the standard of the work. Only then can you arrange for it to be completed.

