

Home improvements

Making improvements to your property

Before you start

Before you carry out any alterations or improvements to your home, you should check the terms of your lease to see if you are able to do the works you have in mind. There are some works that you can do without our permission such as fitted wardrobes or replace the central heating. The latter does not apply if there is an estate wide heating system.

Please note that you cannot carry out any improvements to areas that belong to us such as the communal areas or to any parts of the building which do not belong to you.

However, in most cases you will need to seek our permission. You will need to write in giving information on the works you intend to carry out.

We will not unreasonably withhold permission, and for us to consider your request we need the following:-

- Detailed plans of the works you intend to carry out
- Building and/or planning regulation approvals where applicable
- Details of the builders and costs you have obtained.
- A Licence for Alterations will also need to be drawn up at a cost of £150 + VAT
- A completed request form

How we will deal with your request

Your application will be allocated to a Surveyor who will arrange a site visit. The Surveyor may contact your builder to obtain more information. They will then consider your request and if approval is given, you can start works.

If the works impact on other residents you will need to let your neighbours and your Resident Services Manager know. If we receive complaints from neighbours we may restrict the times your contractors can work on site.

Do I need to seek anyone else's permission too?

If you need planning permission or another type of building consent, you must apply for and pay for that permission or consent before we can consider your application.

Where there is a superior landlord to ISHA we will need their permission as well. If that is the case you must seek their consent by fulfilling any criteria they set and

make payment of any fees which are due. You should be aware that this will often lengthen the process of being granted consent.

What happens when the works are complete?

When the improvements or alterations are complete, please send in copies of paid invoices, guarantees/test certificates and planning/building regulation sign off documentation, as necessary. We may also inspect the work before and after its completion. If the works will improve the value of your home, we will take them into account if you staircase. (See below for list of works taken into account)

On what grounds we will refuse applications

We are likely to refuse applications for the following reasons:-

- You do not own the area you want to do the works in
- The works are in a communal area and will impact on others
- The works will devalue the costs of your home
- There is a scheme based heating system and you want to install your own heating system.

Appeals

If you are unhappy with our decision you can appeal to the Head of Asset and Property Management.

Works that will be taken into account if you staircase

If you choose to purchase further shares in your property, we will take approved improvements into account depending on how long ago they were carried out. It is therefore important that you register with ISHA any improvements you have made.

The following list details works that are classed as improvements which will be taken into account:

- New installation of central heating (if previously storage heating/warm air)
- Double glazing - windows/doors (if previously non double glazed)
- New fitted kitchen
- New bathroom
- Cavity wall insulation