

# Improvements to Your Home

## Your Questions Answered

### Can I carry out improvements myself?

You can carry out alterations or improvements to your home provided you have our permission. This covers any changes you want to make to the inside of your home, decorating the outside, or putting up any structures outside. You will need to let us have full details of the work and who will carry it out. You may also need official planning permission and to comply with building regulations. If you remove any fixtures or fittings or carry out any alterations without permission, we may ask you to put back or restore them to the original condition. We will tell you this when we inspect your home before you leave. If we have to do this after you have left, we will charge you for the costs involved.

### Can I be compensated for improvements I have made?

You may get compensation for certain types of improvement. It will only be paid at the end of your tenancy. We can provide you with a list of improvements that qualify for compensation.

### What help is there if I become disabled?

We may be able to carry out certain adaptations to help you in your home, for example handrails, ramps, and bathroom adaptations.

### Do North Ayrshire carry out improvements?

All our properties are included in a rolling programme of general maintenance to the outside of the property. We are also committed to upgrading your home to meet the Scottish Housing Quality Standard. Tenants can also request improvements to their area through our annual estate-based projects scheme.

### Our improvement programme

We have on-going plans to carry out major repairs or improvements to our properties. Over the coming years we are concentrating on making all our homes meet the Scottish Housing Quality Standard by 2015. This includes renewing kitchens, bathrooms, heating systems, windows, doors and electric wiring. You can ask us for details of what we plan for your area.

We will consult with you, well ahead of time, about any work we plan to do in your home. We will also appoint a Customer Liaison Officer who will handle all your queries while the work is carried out.

## Improvements you can make

You may carry out improvements to your home. You should discuss your plans with us first and then write to us giving full details of what you plan to do. We will write back to you with an answer within one month. If we do not reply, you can go ahead as if we had agreed.

We have the right to insist that the work is done in a certain way, and to inspect it at certain stages.

## Compensation for improvements

At the end of your tenancy, you may get compensation for certain improvements you have done. We can give you a list of what kinds of improvements these are.

Compensation can only be paid when you leave your home. The amount paid will be based on the original cost of the improvement and how long it has been in use. No compensation will be paid if:

- you did not get our written permission to do the work
- we have had to evict you because you broke the tenancy conditions
- the compensation to be paid is less than £100
- the improvement was done before 1st April 1994.

Planning permission. You should check with the Council's Planning Department whether you also need to apply for official planning permission and building regulations approval.