



Your right to

# COMPENSATION FOR IMPROVEMENTS



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## Can I make improvements to my home?

As a tenant of the association, you have the right to make improvements to your home as long as you have our written permission before making any alterations or improvements. We will not usually refuse permission unless the alteration or improvement will -

- Affect the safety of the property
- Increase the cost of maintenance
- Reduce the value of the property

When considering your request we may ask for additional information such as a scale plan, information on the materials to be used and confirmation of the qualifications of the workers who are to be employed.

The additional information we request will depend on the type and scale of the works. One of our Maintenance Surveyors may visit to discuss your proposed improvement.

You should submit three estimates from reputable contractors for the work and state your reasons for choosing a particular estimate. You should only instruct the contractor when the Association has agreed the estimate and given you written permission.

You must also obtain planning permission and building regulations approval from your local council, if applicable.

## Can I be compensated for improving my home?

When your tenancy ends you may be entitled to compensation for certain improvements that you have made to your home since April 1994. The improvements that may qualify for compensation and how long they are expected to last until becoming ineligible for compensation, are -

IMPROVEMENT	Estimated lifespan in years
Bath or shower	12
Wash hand basin	12
Toilet	12
Kitchen sink	10
Storage cupboards in bathroom or kitchen	15
Work surfaces for food preparation	10
Space or water heating	12
Thermostatic radiator valves	7
Insulation of pipes, water tank or cylinder	10
Water cylinder	15
Loft insulation	20
Cavity wall insulation	20
Draught proofing of external doors or windows	8
Double glazing or other window replacement or secondary glazing	20
Rewiring or provision of power/light or other electrical fittings, including smoke detectors	15
Any object that improves the security of the dwelling, excluding burglar alarms	10

You cannot claim for the cost of -

- Appliances such as cookers and fridges
- Professional fees, such as architects
- Planning permission
- Building regulations consent
- Your own labour costs

## **How do I claim compensation?**

You need to make a claim during the last 28 days of your tenancy or no later than 14 days after the end of your tenancy. Your claim should include the following information -

- The address of your tenancy
- Your forwarding address
- Details of the improvement and date of completion of the work
- Costs of the works and copies of invoices and receipts
- Copies of any guarantees, certification and documentation

## **How much compensation will I get?**

We use a legally agreed formula to calculate the compensation. It is based on the original cost, less any financial help that you may have received such as a grant, and decreases each year as the improvement ages. It will be less than you paid for the work originally.

After the estimated life of the item has passed, no compensation will be payable.

For example, a new level access shower is assumed to have a lifespan of 12 years. This means that compensation will be payable at any time in the 12 years following installation but the amount payable will reduce by one twelfth for each year that passes.

We may adjust the amount of compensation if -

- The cost of the improvement work was excessive
- The materials used are of a higher quality than if the work had been carried out by the association
- The improvement has deteriorated less than expected by the estimated lifespan
- The improvement has deteriorated more than expected by the estimated lifespan

The maximum compensation we will pay is £3,000.

If the value of your improvement is less than £50 when your tenancy ends then no compensation is payable.

The compensation will be paid at the end of your tenancy and any monies which you owe to the Association will be deducted.

## **Are there any circumstances when compensation isn't payable?**

Compensation will not be paid if your tenancy ends because you have been evicted, you have abandoned the property, or if you have bought it from us.

Only work that has the written approval of the association will qualify for compensation.

The legal right to claim compensation for improvements only applies to tenants. It does not apply to their next of kin or any other beneficiary to a tenant's will.

## **What can I do if I disagree with your decision?**

You have the right to appeal against any decision we make about your claim for compensation. Your appeal will be dealt with in accordance with our complaints policy.

Information can be made available in other languages, or other formats such as Braille or Audio Tape, on request. Please ask a member of our staff for more information, or if you need any other help or advice. (They can arrange to speak to you in your own language if you need them to.)

L'information peut être rendue disponible dans d'autres langues, ou en d'autres formats tels que braille ou bande magnétique audio, sur demande. Veuillez demander à un membre de notre personnel pour plus d'information, ou si vous avez besoin de tout autre aide ou conseil. (ils peuvent organiser de vous parler en votre propre langue si vous avez besoin qu'ils le fassent.)

Bilgiler istenildi inde di\_er dillerde de temin edilebilir ayrıca görme özürülürin kullanabilece\_i kabartma alfabesiyle veya Teyp kaseti \_eklinde de hazırlanabilir. Daha fazla bilgi için veya herhangi bir konuda yardım ve tavsiye ye ihtiyacınız varsa lütfen görevli personelden birisiyle konu\_unuz. (E\_er ihtiyacınız varsa personelimiz sizinle kendi dilinizde konu\_abilmek için bir tercüman ayarlayabilir).

نستطيع توفير المعلومات بلغات اخرى وصيغ اخرى مثل البريل (لفاقدي البصر) والشرائط الصوتية، حسب الطلب. يرجى الاستفسار من احد موظفينا للحصول على المزيد من المعلومات او للحصول على المساعدة او الارشاد. (يستطيع موظفونا توفير وسائل اخرى للتحدث معكم بلغتكم اذا احتجتكم الى ذلك.)

该资料已被翻译为其它的语言，也有诸如盲文或录音磁带的其它形式供选。请询问我们的职员以便获得进一步的资料、其它帮助或建议。(如果你有需要，他们可以安排用你自己的语言来和你交谈。)

در صورت درخواست ، اطلاعات به زبانهای دیگر در دسترس قرار خواهد گرفت و یا به هر شکل دیگر از قبیل خط برجسته و یا صدا. جهت دریافت اطلاعات بیشتر و یا دریافت راهنمایی و کمک، لطفاً از یک کارمند سوال کنید. ( آنها میتوانند ترتیبی بدهند که در صورت لزوم با زبان خودتان با شما صحبت کنند.)

ز انبار پانہ بہ زمانی خواتن ده ست ده که ویت، و یا بہ شیوہ کانی دیکہ، لہ وانہ بہ خہ تی گہ ورہ و یا بہ نہ نگ. نہ گہ ر پیویسنت بہ ز انباری زورتر، یارمہ تی و یا ناموزگار ی ہہ یہ، تکایہ پرسیار بکہ لہ یہ کیبک لہ کارمہ نده کان. ( نہ وان کاریکی و ادہ کہ ن کہ بہ زمانی خوت لہ گہ لتا قسہ بکہ ن.)

ਬੇਨਤੀ ਕਰਨ ਤੇ, ਜਾਣਕਾਰੀ ਦੂਸਰੀਆਂ ਬੋਲੀਆਂ, ਜਾਂ ਹੋਰ ਰੂਪਾਂ ਜਿਵੇਂ ਕਿ ਬਰੇਲ ਜਾਂ ਆਡੀਓ ਟੇਪ ਤੇ ਵੀ ਦਿੱਤੀ ਜਾ ਸਕਦੀ ਹੈ। ਹੋਰ ਜਾਣਕਾਰੀ ਵਾਸਤੇ, ਜਾਂ ਜੇਕਰ ਤੁਹਾਨੂੰ ਹੋਰ ਸਹਾਇਤਾ ਜਾਂ ਸਲਾਹ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਸਾਡੇ ਸਟਾਫ਼ ਦੇ ਕਿਸੇ ਮੈਂਬਰ ਨੂੰ ਪੁੱਛੋ। (ਜੇਕਰ ਤੁਸੀਂ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਉਹ ਤੁਹਾਡੇ ਨਾਲ ਤੁਹਾਡੀ ਆਪਣੀ ਬੋਲੀ ਵਿਚ ਗੱਲਬਾਤ ਕਰਨ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਨ।)

یہ معلومات گنڈارش کرنے پر دیگر زبانوں یا دیگر صورتوں، جیسا کہ، بریل (اُبھری ہوئی کھائی، ہینا اخصاس کے پڑنے کی کھائی) یا ڈی اور شیپ پر بھی فراہم کی جاسکتی ہیں۔ مزید معلومات یا اگر آپ کو کسی مدد یا مشورے کی ضرورت ہو، تو براہ مہربانی ہمارے عملہ کے ممبر سے بات کریں۔ (اگر آپ کو ضرورت ہو تو وہ آپ سے اپنی زبان میں بات کرانے کا انتظام کر سکتے ہیں۔)

## Contact us

Our office in Darlington, Maple House, 11 Tillage Green, Westpark Village, DL2 2GL is open between 8.30 am and 4.30pm Monday to Friday.

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