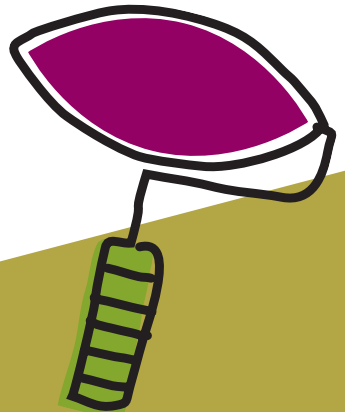


A guide to getting permission for DIY and home improvements



You can carry out some DIY and home improvements yourself but it's important you explain what you want to do and check with us first.

A guide to getting permission for DIY and home improvements

You must get our permission before you start any DIY or improvements to your home. Please start by completing an [application form](#), which you can find on our website or by contacting us. We might ask you to provide extra information, such as plans and photographs.

DIY and improvements we'll consider

- Installing CCTV or doorbells (as long as it's not a communal area);
- Installing an external satellite dish;
- Putting up a shed;
- Replacing external doors;
- Redecorating the outside of your home, including windows and doors;
- Installing an outside tap;
- Fitting a shower over the bath;
- Installing a water butt;
- Changes to your bathroom or kitchen;
- Installing fencing;
- Soundproofing or other insulation, such as external wall insulation;
- Replacing windows.

DIY and alterations we won't give permission for

- Air-conditioning;
- Canopies;
- Guttering;
- Conservatory or lean-to;
- Loft conversions;
- Log burning stoves;
- Porches;
- Removing a chimney;
- Extensions;
- Creating a pond;
- Decking;
- Floor tiling;
- Planting trees;
- Altering electrics;
- Altering heating;
- Any work requiring Building Control or Planning Permission;
- Altering, enclosing or partitioning communal areas.

You don't need our permission for

- Interior decorating;
- Fitting wardrobes or cabinets;
- Replacing carpets, lino and laminate (excluding fixed tiled flooring, which is not allowed);
- General accessories such as curtain poles or shelves;
- General garden maintenance (please check responsibility for fencing before painting).



Refusing permission

We won't give permission to carry out the work if it would:

- Reduce the value of the property;
- Make the property unsafe or result in a health and safety risk;
- Make it expensive to maintain in the future;
- Take away facilities that make the property suitable for someone with specific needs;
- Be extensive and difficult to supervise.

We may also refuse permission if you have a fixed-term tenancy or starter tenancy, or if you owe us money.

We'll consider alterations that are needed for medical reasons. Please see our adaptations leaflet for more information.

This is not a complete list. If we refuse permission, we'll write to you to explain our decision.

Things to consider

If you change something without our permission, you'll be responsible for any costs involved in making sure it meets our standards or for its removal. We'll charge £200 for approval. You'll also be in breach of your tenancy conditions and may be subject to formal action including receiving a caution, notice of seeking possession, demotion of tenancy or losing your home.

Using contractors - Your chosen contractor(s) must have professional indemnity and public liability insurance. They must also be accredited by their governing body such as FENSA, Gas Safe or NICEIC.

Restrictive covenants - Some properties have rules restricting changes to their appearance. We have to take these into account when considering your request.

Tree preservation orders - Some trees are protected and you may not be able to remove them.

Moving - If you decide to move out and end your tenancy, you must leave any approved alterations or improvements you have carried out in place. See our [Moving Out](#) leaflet for more information on your responsibilities.

If you're moving through a mutual exchange, only approved alterations and improvements can stay. Other changes should be removed and your exchange may be put on hold until the work is complete. See our [Mutual Exchange leaflet](#) for more information.

Home contents insurance

We recommend you take out home contents insurance to cover your personal belongings against accidental damage.

Compensation

If your tenancy is ending and you completed improvement work to your home after 1 April 1994, you may be entitled to compensation. This depends on your tenancy type.

Not all improvement work will be eligible, and you must have had our permission to carry out the work. The resident who was responsible for the improvement work must claim the compensation. It's important to keep all receipts relating to the work as claims must have proof of costs.

Compensation doesn't apply if you're taking part in a mutual exchange as the new resident is being assigned to your property.

What's next?

Contact us for an [application form](#) by calling 0300 555 0500 or by visiting our website www.chp.org.uk.

Please see our [Permission for Improvements and Alterations Policy](#) on [our website](#) for more details.

Please contact us if you would like a copy of this document in large print, on CD or in another language.

Proszę się z nami skontaktować, żeby otrzymać ten dokument w wersji dużym drukiem, na płycie CD lub w innym języku. (Polish)

Kreipkitės į mus, jei norėtumėte gauti šio dokumentokopiją stambiu šriftu, jo garso įrašą kompaktiniame diske arba jei norėtumėte jį gauti kita kalba. (Lithuanian)

Bu belgeyi büyük boyutlu baskı olarak, CD ortamında veya başka bir dilde edinmek istiyorsanız lütfen bizimleirtibata geçin. (Turkish)

আপনি এই নথি একটিকপি বড় মুদ্রণে, সডি-তি বা অন্য কোনো ভাষায় পতে চাইলে, অনুগ্রহ করে আমাদের সঙ্গে যোগাযোগ করুন। (Bengali)

倘若您需要本擋以大字體、音頻格式(CD)或另外一種語言提供、請聯絡我們。 (Cantonese)

If you have any queries please contact us.

0300 555 0500

enquiries@chp.org.uk

Text relay

18001 0300 5550 0500

chp.org.uk



Myriad House
33 Springfield Lyons Approach
Chelmsford CM2 5LB

    @chphomes