

Application form to seek permission for home improvements and alterations



If you are planning to carry out any improvements you must first get our permission in writing. Please use the following form to provide us with relevant information.

Full name(s) of tenant(s): _____

Telephone number: _____

Property Address: _____

1. Please give details of proposed alteration or improvement
(including location): _____

2. Please provide reasons for the proposed alteration/improvement: _____

Please turn over

access for all If you would like this document in your language, on tape, in large print or in Braille, please ring us on **01270 506 200** or ask at one of our offices

Arabic

لتلقي معلومات في لغتك الرجاء أطلبها منا على الرقم
01270 506200

Chinese

如欲索取閣下語言的資料，請致電
01270 506200 向我們查詢

Gujarati

આપની ભાષામાં માહિતી મેળવવા માટે કૃપા કરી, 01270 506200
નંબર પર ફોન કરીને અમને પૂછો.

Italian

Per informazioni nella vostra lingua siete pregati
di contattare il seguente no.01270 506200

Kurdish

بۆ زانیاری به زمانه که ی خۆت تکایه په یوه ند یمان پێ بکه به
01270 506200

Polish

Po informacje w języku polskim prosimy
dzwonić pod numer 01270 506200

Portuguese

Para informação na sua linguagem, por favor
fale com nos, 01270 506200

Turkish

Kendi dilinizde bilgi almak için lütfen bize sorunuz,
01270 506200

Urdu

اپنی زبان میں مزید معلومات کیلئے براہ مہربانی 01270 506200 پر رابطہ کریں۔



www.wulvern.org.uk

approved by
crystal clear readers

01270 506200

Wulvern Housing Limited is an Industrial and Provident Society operating under charitable rules



making alterations to your home



your
home
team

XXXXXX

Carrying out alterations and improvements to your home.

As a Wulvern tenant you can apply to carry out improvements or alterations to your home.

Why do I need to apply to carry out alterations and improvements?

- Altering and improving your home can involve major work that may require other approval for example, Planning Permission, building regulations approval, asbestos regulations.
- It is important to make sure that safety regulations are followed.
- It is also a condition of your tenancy agreement that you must get written consent from us before carrying out alterations or improvements to your home.

When should I apply?

- You should apply for permission before the work starts, once you have written permission from us then the work can begin.
- Once the work is done you should inform us as we may need to inspect it.

What alterations or improvements do I need permission for?

You need permission for most improvements and alterations except internal decorating such as painting and wallpapering.

The list below details some examples of those that need our written permission:

- Creating a parking space or hard standing around your home
- Decorating the outside of your home
- Removing or altering fences, gates or garden walls
- Putting up a shed, garage, conservatory or any other external construction
- Installing a new kitchen or bathroom
- Installing a shower
- Fitting laminate flooring
- Putting up a satellite dish, TV or radio aerial
- Fixing tiles to walls or floors
- Installing a water meter
- Installing a new fire or fireplace
- Installing extra electrical sockets or ceiling fans
- Installing cavity wall or loft installation
- Installing central heating
- Removing internal walls
- Installing a pond

Some of these alterations or improvements may require other approvals such as Planning Permission. You will be responsible for obtaining these and paying for any associated fees.

We will not be held responsible for any damage caused while the work is being done or for any personal injury or other claims made as a result of you carrying out the work.



How do I get permission from Wulvern?

You can fill in the application form at the back of this leaflet or call us on 01270 506 200

You should:

- Detail the alterations or improvements you want to make – including drawings and measurements if appropriate
- Tell us if you intend to use a contractor and provide us with their details (we recommend you obtain three quotes for the work)
- Advise us of any permission you have sought or are seeking e.g. Planning Permission

If you need help providing written information please call us on 01270 506200, we are here to help.

How long will it take to get a decision from Wulvern?

We aim to respond to your request within 2 weeks. This may take longer if we need to arrange an inspection.

What happens when the work is completed?

Once the work is completed, we may inspect the improvements or alterations to make sure we are happy with the quality of work. If you've received certificates, we need to see these and copy them for our records.

Remember to keep your payment receipts to claim improvement compensation if you plan to leave the property (we may pay compensation for certain improvements as detailed later in this leaflet).

Do Wulvern maintain any improvements or alterations I have made?

Unless you have an agreement from us to repair and maintain them, you are responsible for repairing and maintaining any improvements you make.

What happens when I leave the property?

The majority of improvements or alterations must be left behind if you leave the property, however in some instances we will give you written permission to remove them.

If you are able to take your new improvements with you, you must reinstate the property to the way it was before the improvements were carried out before you leave. If this involves removing any electrical or gas appliances, you must use a registered contractor to make sure you comply with relevant regulations e.g. gas appliances can only be removed by a corgi registered engineer.

What if my request for permission is refused?

We will not unreasonably refuse permission. Examples are given below where this may happen:

- Any alterations which do not comply with planning or building control regulations.
- Any alterations which may not be in keeping with the neighbourhood, such as painting external brickwork
- Where all relevant information has not been provided e.g. building control regulations certificates
- Where excessive structural works are requested which would considerably change the layout of a property
- The work will reduce the value of the property
- The work will make the property less safe
- The work will result in additional cost to us
- The work results in removal of amenities within a property that we have provided to make the property suitable for occupants with specific medical needs

If you feel that the refusal is unreasonable then you can make a complaint. If you do want to make a complaint, please contact the person who dealt with your request to give them an opportunity to sort the problem out straight away. If you are not sure who to speak to, phone our Customer Services Team on 01270 506200.

Which improvements may qualify for compensation and what will I get?

If you qualify for compensation, we use a calculation to work out the amount you will receive. This takes into account what it cost and how long ago the work was done. The maximum amount we pay is £3,000 and the minimum claim is £50.

Qualifying improvements are shown below.

Remember if the work is older than the 'expected life' in years shown you will not get compensation.

Qualifying Improvement	Expected Life in Years
Bath or shower; wash hand basin; toilet.	12
Kitchen sink; storage cupboards in bathroom/kitchen.	10
Work surfaces for food preparation.	10
Space or water heating.	12
Thermostatic radiator valves.	7
Draught proofing.	8
Mechanical ventilation to kitchen/bathroom.	5
Double- glazing/external window replacement.	20
Rewiring or the provision of power and lighting or other electrical fittings (including smoke detectors).	15
Any object which improves the dwelling, but excluding burglar alarms.	10

What information do I need to provide for you to consider compensation?

You can make a claim when you give notice that you're ending the tenancy and leaving the property. You should apply in writing within 28 days before tenancy termination and/ or within 14 days of the tenancy ending.

You should provide:

- Evidence of our written permission to carry out the improvement
- How much the improvement cost (by providing receipts)

We will aim to deal with your compensation claim within 3 weeks of receiving it. If you owe us money e.g. rent arrears, rechargeable repairs or court costs this will be taken off any compensation payment.

What if I have done work without permission?

If you have done work without obtaining our permission we will have the option of inspecting the work and asking you to reinstate the property to its original condition. If you fail to do so we may do the work and charge you the cost of doing it.

If we are happy that the alteration or improvement meets the desired standard and would have qualified we may grant retrospective permission but you will not be entitled to compensation.

Useful contact numbers:

East & South Cheshire Building Control – 01270 752 155

Council Planning Helpdesk – 01270 537 502

Area Highways Office, Crewe – 08450 020 666

Contact details:

Wulvern House

Electra Way
Crewe
CW1 6GW
Call 01270 506200

Wulvern Choices Crewe

Edleston Road
Crewe
Call 01270 506200

Wulvern Choices Nantwich

Beam Street
Nantwich
Call 01270 506200

Opening hours for Wulvern Head Office

Monday – Friday 8.30am – 5pm

Opening hours for Wulvern Choices Crewe

Monday 9am – 5pm
Tuesday 9am – 5pm
Wednesday 9am – 5pm
Thursday 10am – 5pm
Friday 9am – 5pm

Opening hours for Wulvern Choices Nantwich

Monday and Thursday
9.30am – 12.30pm
1.30pm – 5pm

3. Please provide details of contractors/person(s) carrying out the work:

Name: _____

Telephone number: _____

Address: _____

4. We may need to come and have a look at the property and see where you plan to make the alteration, Please indicate when would be convenient by ticking below:

	Monday	Tuesday	Wednesday	Thursday	Friday
Morning					
Afternoon					

5. Is your request for erecting a conservatory, shed, fencing, walls, removing walls or anything structural?

Yes No

If yes, you must attach all relevant plans/sketches with this application form.

Please read the following and sign:

- I have read and understood this leaflet.
- I understand that the work mustn't start until I receive written permission.
- I understand I must contact my Local Authority to find out if Planning Permission or building control permission is needed for my alteration/improvement.

Signed:

Date:

Once complete please send this form back to us at Wulvern House, Electra Way, Crewe, CW1 6GW or hand it into a member of staff in one of our shops or offices.