

Can I improve it?

Prospect Community Housing recognises that tenants will often wish to carry out works to their home to make it better fit their lifestyle. However we are also required to make sure that our properties are maintained in a satisfactory manner, which will allow them to remain suitable for future tenants. This leaflet therefore outlines how requests to carry out improvements will be dealt with and what compensation tenants can expect to receive if they later leave the tenancy.



Asking Permission

If you want to do any of the following you must first get our written permission:

- alter, improve or enlarge your home, fittings or fixtures
- add new fittings or fixtures (eg kitchen, bathroom, heating, windows, external aerial, satellite dish etc)
- put up a shed, greenhouse or other structure
- decorate the outside of the house.

You should therefore make a written request to the Maintenance Officer providing as much detail as possible about your request and the work you wish to carry out.



A Written Response

Where a written request to carry out works is received we will provide a written reply within one month. If we fail to do so you can go ahead with your plans.

Our written reply will tell you if we agree to the proposed works and if so, whether we attach any conditions. If we refuse permission we will explain our reasons. If you are unhappy about our refusal you may appeal by making a formal complaint to the association. You may also wish to take legal advice about an appeal to the Sheriff.

Inspecting Work

If permission is given to undertake works Prospect will have the right to inspect these at anytime. If the works do not meet with our specified conditions, or any unauthorised works are identified, we are entitled to restore your home to its previous condition. If we do this we are entitled to charge you for this work.

Claiming Compensation

If you end your tenancy and wish to claim compensation for authorised works you must apply in writing within 28 days before or 21 days after the tenancy end. You must provide the following:

- the original cost of the improvement works (proof may be required) less any grants received.
- when the original works were completed.

Amount of Compensation

The amount of compensation will be based on the following calculation:

Cost of works (less grant X (1 – age of works in years))

Notional life of works

Prospect may deduct amounts from the compensation if the cost of the works was excessive, the works have deteriorated more than expected or the works are of a higher quality than Prospect would have effected.

Compensation will not be paid where it is less than £100 or more than £4,000 per improvement.



Community Housing

Prospect can also set off against any compensation payable any sum owed to it by the tenant.

You will not receive compensation if you are evicted or if you exercise your Right to Buy.

Disputed Compensation

If you are unhappy with the amount of compensation offered you may request, within 28 days, a review by making a formal complaint.

You may also wish to take legal advice about an appeal to the Sheriff.

Qualifying Works

The following outlines works which will qualify for compensation and their notional life in years.

ITEM	NOTIONAL LIFE
Bath or Shower	12
Cavity wall insulation	20
Sound insulation	20
Double or secondary glazing	20
External window replacement	20
Draught proofing external windows or doors	8
Insulation of pipes, water tank or cylinder	10
Kitchen sink	10
Loft insulation	20
Rewiring and provision of power lighting	20
Electrical fixtures including smoke detectors	20
Security measures other than burglar alarms	15
Space or water heating	12
Storage cupboards in bathroom or kitchen	10
Thermostatic radiator valves	7
Wash basin	12
Water Closet	12
Work surfaces for food preparation	10

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