



Improvement and Alterations Policy - Quick Guide (V1.2).

What this policy is about

A quick guide to when permission is needed for improvements or alterations, what residents are responsible for, and what happens if work is not approved or completed correctly.

Who it applies to

This policy applies to:

- tenants
- leaseholders
- shared owners

It covers all Portsmouth Homes properties where residents wish to make improvements or alterations to their home.

When permission is needed (See policy: Approval criteria P2-3)

Residents must get written permission before carrying out any improvements or alterations to their home.

Permission will not be unreasonably withheld but must be agreed before work starts.

How Approval works (See policy: Approval criteria P2-3)

If a request is approved:

- Permission is given with conditions
- Work must meet legal, safety and building requirements
- Responsibility for future maintenance is confirmed

If a request is declined, the reasons will be provided in writing.

Carrying out the work (See policy: Completion of Improvements p.3)

Residents are responsible for:

- Arranging and paying for the work
- Using competent and qualified contractors
- Complying with planning, building regulations and health and safety
- Providing certificates and guarantees where required

Works may be inspected once completed.

Unapproved or unsafe alterations (See policy:

Unapproved or non-conforming improvements.p.3-4)

If work is carried out without permission, or does not meet agreed conditions:

- Residents may be required to reinstate the property
- Costs may be recharged
- We may carry out work to make the property safe if needed

End of Tenancy (See policy: End of Tenancy. p4)

At the end of a tenancy:

- Some approved improvements may qualify for compensation, based on their remaining life and national regulations
- Unapproved alterations may need to be removed or reinstated at the resident's cost

Resident responsibilities (See policy: Your Responsibility p.4-5)

Residents must:

- Obtain written permission before starting work
- Pay all costs for improvements or alterations
- Keep records, certificates and guarantees
- Make good any damage caused
- Inform us when work is complete

Further information

This is a summary only. For full details about approval, responsibilities, recharging and compensation, please refer to the Improvements and Alterations Policy or contact Portsmouth Homes. Information is available in alternative formats on request.

[Link- Improvements and Alterations Policy](#)

