



Request to Improve our Properties Policy Guidance - The one-minute guide V1.2.

What this policy is about

This guide provides a brief overview of the Requests to Improve Our Properties Policy. It explains how residents can request improvements to properties, how decisions are made, and what information is needed to support a request.

Who it applies to

This policy applies to **tenants, leaseholders and shared owners** living in Portsmouth Homes properties, including houses, blocks of flats and sheltered schemes.

What counts as an improvement request (See policy: Requests for improvements p3)

Improvement requests are typically for works that improve a property beyond standard repairs, such as:

- showers
- additional rooms (for example, a bedroom)
- scooter stores
- parking facilities

If an improvement request is approved, **the cost of the work is our responsibility.**

How to make a request (See policy: Requests for improvements p3)

Requests to improve a property should be sent to the **relevant Building Repairs Manager.**

Requests should clearly explain what improvement is being requested and why it is needed.

How decisions are made (See policy: Improvement request approval criteria p.3)

Each request is considered on a case-by-case basis and decisions are informed by factors such as:

- whether there are alternative housing options, such as a move or exchange
- whether the cost of the work is proportionate
- budget and other priorities
- legal, planning, health and safety requirements
- the resources needed to manage and deliver the work

If approved, residents will be informed of timescales and how the work will be managed.

If declined, the reasons for the decision will be explained in writing.

Residents' responsibilities (See policy: Your responsibility. P3)

When making a request, residents should provide:

- details and evidence of demand or need
- what improvement is required
- the consequences of not approving the improvement

Clear information helps requests be assessed fairly and consistently.

Further information

This is a summary only. For full details about improvement requests, decision-making and responsibilities, please refer to the Requests to Improve Our Properties Policy or contact Portsmouth Homes.

Information is available in alternative formats on request.

Link: [Requests to improve our properties Policy](#)

