Request to Improve our Properties Policy - Quick Guide (V1.2).

What this policy is about

A quick guide to how residents can request improvements to their home, 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 for works that go beyond standard repairs, such as:

- Showers
- Additional rooms (e.g. a bedroom)
- Scooter stores
- Parking facilities

If approved, the cost of the work is our responsibility.

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

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

You should clearly explain:

- What improvement is requested
- 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, taking into account:

- Alternative housing options (e.g. transfer or exchange)
- Whether the cost of the work is proportionate
- Available budget and priorities
- Legal, planning and health and safety requirements
- Resources needed to deliver the work

If approved, we will confirm timescales and how the work will be managed.

If declined, the reasons 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 impact if the improvement is not approved

Providing clear information helps ensure requests are 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