

# ALTERATIONS AND IMPROVEMENTS

## INFORMATION SHEET 2



### Q Can I make alterations or improvements to my home?

A If you are proposing to carry out an improvement or alteration to your home and garden (other than internal decoration or minor cosmetic changes), your tenancy agreement requires you to obtain permission before starting the works. An application for improvement form is available at our office. No work should commence unless you have received written approval from the Co-operative.

Upon receipt of all necessary information, we will give our decision within 4 weeks. We do have the right to refuse permission. However, such a refusal will not be unreasonable. We can also apply reasonable conditions to any consent we might give.

### Q Is compensation available?

A There is a clause in your tenancy agreement which may result in you receiving compensation at the end of your tenancy for certain alterations, classed as improvements. This will apply to work in your home that has been instructed and paid by you during your tenancy of which you have received permission to carry out.

When you apply for permission to carry out an alteration we will advise you if it is classified as an improvement that may attract compensation. Such improvements, for example, include: bath or shower installation; cavity wall insulation; double glazing, other external window replacement or secondary glazing; replacement kitchen sink; and storage cupboards in bathroom or kitchen.

**We always welcome your views and comments about improving our service.**

If you would like this leaflet in another format, for example in large print or on tape, or in another language, please contact reception.

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