

## **Applying for permission to make improvements**

As an Assured Tenant of Herefordshire Housing, you have the right to improve your home as long as you obtain written permission from us first.

Please put your request for permission in writing to any of our offices (contact details are at the bottom of our website pages). We will then write to you with our decision or we may need to make a visit to your home to discuss the request in more detail. Following a home visit, we will write to you with our decision. If we do not give permission we will always tell you why.

You must not start work on any improvements until we have given our permission and all work must be carried out by a competent person. Gas fittings must, by law, be carried out by a 'CORGI' registered gas installer. Electrical work must be carried out by a registered NICEIC installer.

Depending on the type of improvement, you may need Planning Permission (including for satellite dishes on flats) and Building Regulation approval. You are responsible for applying for these, but we will tell you if these are required and where you can apply for them.

We will advise you if we need to inspect the work after it has been completed, so keep us informed about your progress.

You will normally be responsible for repairing, maintaining, and renewing anything you have fitted. We will tell you about this at the time that we give our permission.

If you remove any of the property's fittings as part of your improvement work, you may have to put these back if you end your tenancy and leave. If you put up external structures, such as greenhouses or sheds, you must remove them if you leave. If you are unsure, please seek our advice. If you undertake improvements or alterations without our permission, you may face a bill for the cost of reinstating the property to its original condition.

### **More about contacting us**

To find out more about contacting us, see the 'How to contact us' web page. All of our office contact details are at the bottom of each web page.