



herefordshire housing

>People >Homes >Communities

Carrying out your
own improvements



Creating quality choices for communities

Can I undertake improvements to my home?

As Herefordshire Housing tenants you have the right to request permission to make improvements, alterations and additions to your home. These may be in the form of installing TV aerials, carrying out external decoration and additions or alterations to the properties fixtures and fittings.

How do I apply to make improvements?

In the first instance you must apply in writing to your Neighbourhood Officer. You must provide them with the full details of your proposed improvement (with a sketch plan if appropriate).

Herefordshire Housing reserves the right to refuse any proposed improvements to our properties but we take your circumstances into account. As it states in your tenancy agreement permission will not be unreasonably withheld or delayed.

Do I need planning permission?

Some alterations you may want to carry out will require planning permission or consent from another authority e.g. converting a garage to a bedroom. You must confirm this with the Local Authority. If you find that the proposed improvements need planning permission or consent from another authority, e.g. Highways or Building Control, we will need to see a copy of the appropriate paperwork before we give our permission.

If the Local Authority confirms that planning permission is not needed for your proposed alteration; then permission can be given by Herefordshire Housing. However, if the Local Authority confirms that planning permission is required, then we will withhold permission until planning permission has been gained. Any fees relating to the above must be paid by you.

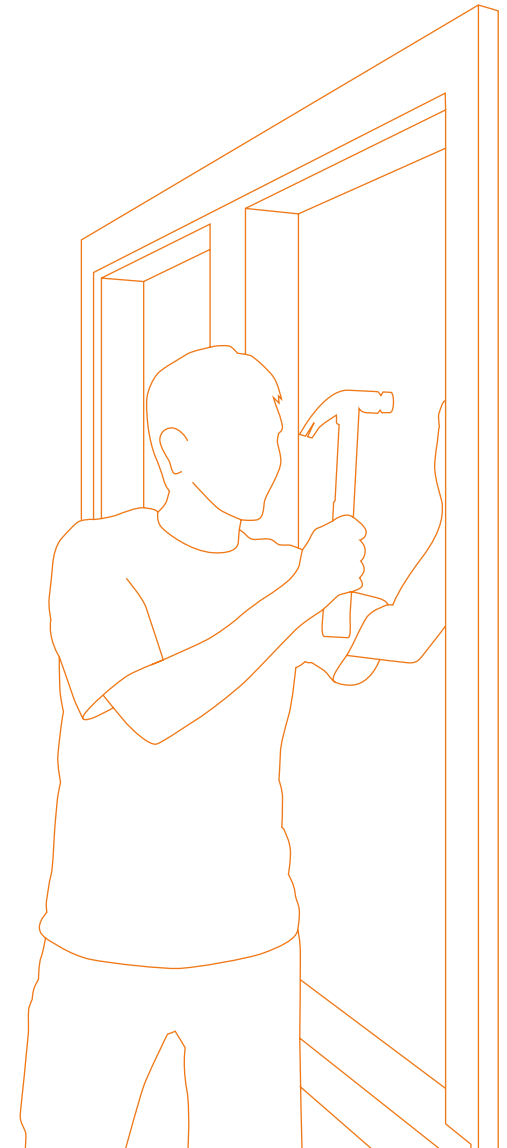
I have written to you, what's next?

You must receive our written permission before commencing any alterations. Providing we give our written consent beforehand and all other necessary approvals e.g. Planning Permission and/or Building Regulations approval is received your alterations can take place.

To ensure that the works are carried out to a satisfactory manner we will insist on certain conditions being met relating to the materials used and the standard of workmanship.

If we grant you permission to carry out any alterations you have a total of 12 months to complete the works, from date of written permission.

We will carry out a final inspection of the works to ensure it is safe and complies with our terms and conditions. If at this inspection we find the works to be unsafe or not completed to our satisfaction, we may make the area safe and re-charge you for the work.





What types of alterations can I make?

It is common that our tenants want to make alterations to their homes. Alterations can be varied and for a variety of reasons. Below is a list of the most common requests:

- Constructing an internal partition wall
- Converting a shed/outhouse to habitable space/utility area
- Constructing a driveway in the curtilage of the property
- Erecting a porch to the main entrance
- Removing kitchen base units to install additional appliances
- Installing a different electric shower
- Installing solid fuel stoves
- Removing internal walls - usually to extend lounge/kitchen
- Installing own kitchen
- Installing own bathroom
- Removing a focal point fire
- Constructing/re-building a porch/conservatory/lean-to
- Removing windows and installing patio doors
- Erecting Satellite Dish/Aerial

If your proposal is not listed please contact your Neighbourhood Officer or HHL Connect (0300 777 4321) for advice.

Important Considerations

If you request permission to undertake an alteration you are entirely responsible for the expense of the works, including obtaining planning permission. Herefordshire Housing accept no financial liability for the works during or after your period of tenancy.

All fixtures installed or any alterations carried out, shall be maintained by you during your tenancy and should be in good order when your tenancy ends.

It is also important to understand that if at any stage your alteration prevents access for essential maintenance works, you will be asked to temporarily remove it, at your own cost, within a reasonable timescale.

What if I want to leave the property?

If at any time you decide that you would like to terminate your tenancy with us, any alterations you have made to the property must be removed and restored to its original state - at no expense to Herefordshire Housing or the incoming tenant.

General Information

For more information or to start your application please see your Neighbourhood Officer or contact us on 0300 777 4321.

Handyperson+ Service

Herefordshire Housing offers a service to its tenants, leaseholders and non-tenants called HandyPerson+. This is a 'pay-as-you-go' DIY service for those small jobs at home which you haven't had time to complete or just need a little help with. We can carry out a variety of DIY tasks for you and if you would like more information or would like a quotation please contact us on 0300 777 4321.

This is important information about our Repairs Services. If you would like this information translated, please call 0300 777 4321

Minicom users please call: (01432) 378 487

Versions in other languages 

Polish

Istotne informacje na temat świadczonych przez nas usług naprawczych. Osoby, które chcą otrzymać tłumaczenie tego dokumentu prosimy o kontakt pod nr tel. 0300 777 4321.

Russian

Это - важная информация о предоставляемых нами ремонтных услугах. Если вам нужен перевод этой информации, пожалуйста, звоните 0300 777 4321

Portuguese

Estas são informações importantes sobre os nossos serviços de reparação. Se pretender obter esta informação traduzida ligue para 0300 777 4321.

Lithuanian

Tai informacija apie mūsų remonto paslaugas. Jei norėtumėte gauti šios informacijos vertimą, prašom skambinti telefonu 0300 777 4321

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> People > Homes > Communities



Head Office

- > Herefordshire Housing Ltd, Legion Way, Hereford HR1 1LN
- > Telephone 0300 777 4321 > Fax 01432 384198
- > Email info@hhl.org.uk > Website www.hhl.org.uk