

Alterations to your property



The Hightown property that you live in is your home. If you have an affordable or social rent tenancy, we're happy for you to decorate and do some minor DIY to make it your own. For any bigger projects you will need to contact Hightown to ask for permission to carry out the work before you start.

Failure to obtain the correct permissions prior to starting any work could put your tenancy at risk.

You do not need written permission to carry out internal decoration, although you cannot do this if your property is still in the new build defects period.

Internal decoration

- Painting/wallpapering walls
- Hanging pictures/installing shelves

Alterations you need our permission for

These could include, but are not limited to:

- Changing cupboards and worktops
- Changing any part of the heating system, including adding radiators
- Altering any part of the plumbing system
- Tiling any walls including in the kitchen or bathroom
- Carrying out works to change the size or shape of any room
- Replacing any doors or installing additional locks on any doors
- Fitting any aerial or satellite dish
- Altering the flooring in any room including laying laminate flooring or floor tiles
- Changing any electrical fittings including switches, sockets and light fittings
- Changes to garden facilities such as installing decking or paving over grassed areas
- Installing any type of CCTV system



How to request permission

You can find an alteration application form at the Decorating and Renovating section of our website: www.hightownha.org.uk

Or you can write to your Estates Quality Inspector at **Hightown House, Maylands Avenue, Hemel Hempstead, HP2 4XH**

Before works start

Works cannot begin until Hightown have written back to you granting permission.

Verbal permission from any member of Hightown's staff is **not** adequate permission to begin works.

If the proposed alterations will affect the structure of the property, or its appearance, you must first obtain written permission from Hightown and then separate consent from your Local Authority's Planning Department to ensure all intended improvements comply with regulations.

The whole of the cost associated with the work, including obtaining permission and the preparation of documents, is your responsibility.

If the alteration changes the number of bedrooms in the property then this may impact on your rent.

Consent

Once permission has been granted you can begin the works. Hightown will not withhold consent unreasonably, but consent may be subject to:

- Design/specification
- Materials (complying with British Standards or equivalent)
- Standard of workmanship
- Use of contractors with particular qualifications
- Specific building or planning regulations
- Compliance with Health and Safety regulations

If you are moving into a new build property, you will not be given permission to make any alterations to the property until the defects period has ended.

When works are finished

You will need to notify Hightown when the work is completed, and allow us to carry out an inspection within a reasonable time after works are finished. We will also need to see copies of any appropriate certification.

During the works, you are liable to repay any repairs costs that might arise, including any damages affecting a third party.

If the completed alteration differs from agreed plans then you could be asked to change this to the agreed specification at your own cost.

With any alteration you make, you are responsible for the ongoing maintenance and cost of any future repairs.

At the end of your tenancy

Should you vacate the property in the future, alterations can only remain if agreed with the Estates Quality Inspector. Failure to re-instate original fittings, or return alterations to their original condition if instructed may result in the costs of any repair works required being recharged to you.

Remember

You **must** have **written permission** before carrying out any alterations. If you don't check with Hightown before making alterations, you may:

- Put your **tenancy at risk**
- Risk being charged with **criminal damage**
- Be made to put the property back to its original state **at your own cost**.

Aids and Adaptations

If you have a disability that affects the way in which you are able to use your home it may be appropriate to carry out adaptations to your property. This is separate to the procedure of alterations. Further information can be found in your Repairs handbook, or on our website.

If you have any questions, please call the Estates Quality Team on 01442 292300 or email:

maintenance.services@hightownha.org.uk



If you would like to receive this information in another language, on audio tape/CD, in large print or Braille, please call 01442 292300.

এই ডকুমেন্টটি পড়তে আপনার অসুবিধা হলে অনুগ্রহ পূর্বক 01442 292300 নম্বরে টেলিফোন করুন।

W przypadku trudności z odczytaniem niniejszego dokumentu prosimy zadzwonić pod numer tel. 01442 292300.

如您閱讀本文件時有任何疑問，請致電01442 292300查詢。

Caso tenha alguma dificuldade na leitura deste documento, contacte 01442 292300.

Hightown Housing Association Ltd. Hightown House Maylands Avenue Hemel Hempstead Herts HP2 4XH
01442 292300 info@hightown.org.uk www.hightown.org.uk
A charitable housing association.

"In caso di difficoltà nella lettura del presente documento, contattare il numero 01442 292300."

Mangyaring tumawag sa 01442 292300 kung nahihirapan kayong bumasa ng dokumentong ito.

Jos tämän asiakirjan lukemisessa esiintyy vaikeuksia, ota yhteyttä numeroon +44 (0)1442 292300.

اگر آپ کو یہ دستاویز پڑھنے میں مشکل پیش آ رہی ہے تو براہ مہربانی 01442 292300 پر رابطہ کریں۔