

Your right to compensation if you make improvements



**Nottingham
City Homes**



Corporate member of
Plain English Campaign
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NCHLFT42

Improving your home

Right to compensation for improvements



As a secure tenant you have the right to make improvements to your home – with our permission.

At the end of your tenancy we will pay you compensation for some of the improvements you have made.

What can you get compensation for?



There are a range of improvements that are covered under the scheme. They include:

- Insulating your loft and fitting cavity wall insulation
- Fitting double glazing, replacing windows or fitting secondary glazing
- Rewiring or providing power and lighting or other electrical fittings including smoke detectors
- Replacing your bath or shower, wash basin or toilet
- Installing heating or water heating
- Replacing your kitchen sink
- Fitting storage cupboards in your kitchen or bathroom
- Replacing work surfaces for preparing food
- Insulating your pipes, water tank or cylinder
- Installing any object that improves the security of your home (not including a burglar alarm)
- Draught-proofing your external doors and windows
- Fitting thermostatic radiator valves.

For more information please refer to the 'Making improvements and alterations to your home' leaflet.

How much will you get?



It will depend on when you did the work, the quality of the materials you used, the quality of the work and their current condition.

When you claim we will visit you to look at the improvements. We will work out the amount we will pay you taking account of the condition of the improvement and how long ago you carried out the work.

When can you claim?



You can make a claim when you give us your notice that you are going to leave your home. You can only make a claim between the date of your notice and 14 days after you have left, giving you 42 days to make the claim.

How can you claim?



Call us on **0845 330 3131** or visit your area housing office to pick up a form. Fill it in and send it to us as soon as possible after you have told us you are leaving. If you want to claim for more than two improvements, please put the extra details on a sheet of paper and attach it to the claim form. You should also send us all your receipts that cover the work you have paid for. We need these to pay you easily and quickly.

What are the rules?



To claim compensation you have to be able to show:

- 1 You started the improvement after 1st April 1994
- 2 You had our permission in writing to go ahead with the work before you started it
- 3 You (not one of the previous tenants) paid for the work
- 4 You have not already been given a grant for the work
- 5 You are not applying to buy your home
- 6 The details of any grant or financial help you might have received from Nottingham City Council for any improvements.

If you owe us any money we can take this from any compensation we pay you. If you used a builder, we will take the cost of their labour into account, but if you did the work yourself we will not pay you compensation for labour. If your improvement cost less than £50, we cannot consider you for the scheme.

What if you don't agree with us?



You can ask us to review your case and make a decision. This will usually be done by the Assistant Director, Tenancy and Estate Management Services or you can appeal to the County Court.

If you are unable to read this publication about changing your tenancy please contact your area housing office, or call us on 0845 330 3131. We can arrange for an interpreter to explain it to you, or send you a spoken word version on tape or CD. If neither of these are suitable, we can translate this publication into your chosen language. We can also provide it in large print.

Chinese (Cantonese)

如果你不能夠閱讀這份關於租約拜訪的刊物，請聯絡你的地區房屋辦公室，或 致電 0845 330 3131。我們可以安排一位翻譯員去為你解釋，或寄送一份口述版本的錄音磁帶或光碟給你。如果這兩者都不適合，我們可以把這刊物翻譯成你 所選擇的語言。

Czech

Pokud nejste schopni publikaci Změny nájemních smluv přečíst, společně se prosím s bytovým úřadem pro váš oblasť nebo nám zavolejte na 0845 330 3131. Můžeme pro Vás zajistit tlumočnicka, abyste vám to vysvětlili nebo vám můžeme zaslat nahrávku na kazetu a nebo na CD. Pokud vám není jedna z výše uvedených možností nevhodná, můžeme vám tuto publikaci nechat přeložit do vybraného jazyka.

French

Si vous ne parvenez pas à lire cette publication sur les Changements de location, si vous préférez contacter votre bureau de logement de zone, ou appelez-nous sur 0845 330 3131. Nous pouvons organiser un interprète à votre disposition, ou vous envoyer une version orale sur bande magnétique ou CD. Si aucune de celles-ci sont adéquates, nous pouvons traduire cette publication dans la langue de votre choix.

Gujarati

જો તમે આ બાદત ૦૮ બદલવો [tenancy changes] અંગેની પુસ્તિકા વાંચવામાં અસમર્થ હોવ, તો તમારા વિસ્તારની આવાસન ક્ષેત્રીનો સંપર્ક કરવા અથવા 0845 330 3131 પર અમને કોલ કરવા વિનંતી. અમે તમને તે સમજાવવા માટે ડુબાંચિયાની વ્યવસ્થા કરી શકીશું. અથવા તમને બોલેલા શબ્દોની આવૃત્તિ ટેપ પર અથવા CD પર મોકલી શકીશું. જો આમાંથી કોઈ પણ યોગ્ય ના હોય, તો અમે આને પસંદગીની ભાષામાં અનુવાદ કરી શકીશું.

Hindi

किरायादारी परिवर्तन [tenancy changes], से संबंधित इस प्रकाशन को यदि आप पढ़ने में असमर्थ हैं तो कृपया अपने क्षेत्र के हाउसिंग कार्यालय से सम्पर्क करें, या हमें इस 0845 330 3131 पर फोन करें। इसे आपको समझाने के लिए हम किसी दुभाषिके का प्रबंध कर सकते हैं, या टेप या CD के रूप में इसका मौखिक संस्करण आपको भेज सकते हैं। यदि इनमें से कोई भी उपयुक्त न हो तो हम इस प्रकाशन का आपकी चयनित भाषा में अनुवाद कर सकते हैं।

Kurdish (Sorani)

ئەگەر ئاتوانیت نام بەتۆکرواویە بھۆننیتەو لە ھەری گۆرینی کێچیتێ یەو، تەگە یەھوئەدی بکە بە ئوقیسی نیشتمەن بوونی ناوچەتەمەن، یان تەلمۆفمان بۆ بکە لەرێگەیی ژمارە تەلمۆفونی 08453303131. تێمە دھتوانین زماڤ وەرگێرت بۆ داہین بکەین بۆ ئەوی بۆت بۆت بکاتەو یان قسەکانت بۆ ژمار بکات لە سەر شەیت یان سی دی. ئەگەر هیچ لەمانە گونجاو نەبۆن، ئەوا دھتوانین نام بەتۆکرواویە بۆ وەرگێرن بۆ زماڤی دیاریکوار.

Polish

Jeśli nie jest Pan/Pani w stanie przeczytać publikacji Zmiany w Warunkach Najmu proszę o kontakt z lokalnym biurem mieszkaniowym, lub pod numerem telefonu 0845 330 3131. Możemy wyznaczyć tłumacza aby wyjaśnić Pan/Pani tematyke publikacji, lub wysłać wersję dźwiękową broszury na kasiecie lub CD. Jeśli żadne z powyższych nie jest dla Pan/Pani odpowiednie, możemy przetłumaczyć publikację na wybrany język.

Portuguese

Caso não consiga ler esta publicação sobre tenancy changes - Mudanças no Contrato de Aluguel, favor entrar em contato com o housing office (departamento de habitação) de seu bairro ou telefone para 0845 330 3131. Podemos arranjar um intérprete para explicar, ou enviar uma versão falada em fita ou CD. Caso nenhuma dessas opções lhe forem convenientes, podemos traduzir esta publicação no idioma de escolha.

Punjabi

ਜੇਕਰ ਤੁਸੀਂ ਟੈਨੈਂਸੀ ਚੇਂਜਿੰਜ (ਕਿਰਾਏਦਾਰੀ ਵਿਚ ਬਦਲਾਵ) ਦੇ ਬਾਰੇ ਇਹ ਕਿਤਾਬਚਾ ਨਹੀਂ ਪੜ੍ਹ ਸਕਦੇ ਤਾਂ ਕਿਰਾਏ ਕਰਵਾਏ ਇਲਾਕੇ ਦੇ ਹਾਉਸਿੰਗ ਅਫਿਸ ਨਾਲ ਸੰਪਰਕ ਕਰੋ ਜਾਂ ਸਾਨੂੰ ਇਸ ਨੰਬਰ ਤੇ ਕੋਲ ਕਰੋ 0845 330 3131। ਅਸੀਂ ਤੁਹਾਡੇ ਇਹ ਕਿਤਾਬਚਾ ਸਮਝਾਉਣ ਲਈ ਇਕ ਇਨਟਰਪ੍ਰੈਟਰ ਦਾ ਵੀ ਇੰਤਜ਼ਾਮ ਕਰ ਸਕਦੇ ਹਾਂ, ਜਾਂ ਟੇਪ ਜਾਂ ਸੀ ਡੀ ਤੇ ਇਹ ਜਾਣਕਾਰੀ ਦੇ ਸਕਦੇ ਹਾਂ। ਜੇਕਰ ਇਹਨਾਂ ਵਿਚੋਂ ਕੁਝ ਵੀ ਮੁਨਾਸਿਬ ਨਹੀਂ ਤਾਂ ਅਸੀਂ ਤੁਹਾਡੇ ਲਈ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿਚ ਇਹ ਕਿਤਾਬਚਾ ਟ੍ਰਾਂਸਲੇਟ ਕਰਵਾ ਸਕਦੇ ਹਾਂ।

Urdu

اگر آپ اس کتاب کو نہیں پڑھ سکتے جو تہذیبی برائے کرایہ داری سے متعلق ہے تو براہ مہربانی اپنے ایریا ہاؤسنگ آفس سے رابطہ کریں، یا 0845 330 3131 پر فون کریں۔ ہم آپکی مدد کے لیے کئی مترجمان کا بھی بندوبست کر سکتے ہیں۔ یا ٹیپ یا سی ڈی کے ذریعہ آڈیو کاسٹ کر سکتے ہیں۔ اگر ان میں سے کوئی بھی آپ کے لیے مناسب نہیں ہے تو ہم اس کتاب کا آڈیو کاسٹ کر کے تہذیبی برائے کرایہ داری میں ترجمہ کر سکتے ہیں۔



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