

Making improvements to your home



**Nottingham
City Homes**



Corporate member of
Plain English Campaign
Committed to clearer communication

301



INVESTOR IN PEOPLE



NCHLFT41

Improving your home

The right to improve your home



As a secure tenant you have the right to make improvements to your home – as long as you get our permission first.

Making an improvement will not increase your rent. In fact, if the work was done after 1 April 1994 you may be entitled to compensation when you end your tenancy. Our leaflet called 'Right to compensation for improvements' explains more.

Getting permission



To request permission, write to, email or call your area housing office. You must give us clear and concise details of the work you wish to carry out, including measurements where appropriate.

We will usually write back to you with our decision, but if necessary we will arrange a home visit first to discuss your request in more detail. Following the visit we will write with our decision. If we do not give permission, we will give our reasons.

Making alterations



- You must not start work until we have given permission
- All work must be carried out by a competent person
- Gas fittings must be carried out by a CORGI registered engineer
- Electrical work must be carried out by a registered NICEIC installer.

You may need planning permission (including for satellite dishes and aerials) and Building Regulation approval. You are responsible for applying for them but we will advise you when they are required. We will expect you to tell us how long you expect the work to take. Once it's completed you must tell us so we can inspect it.

After the work is done



You will usually be responsible for repairing, maintaining, and renewing anything you have fitted. We will advise you of this in our decision letter. If you have installed a gas heating appliance, we will take responsibility for servicing it after 12 months.

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 will need to remove them if you leave. If you are unsure, please seek our advice.

If you make improvements or alterations without our permission, you may be recharged for our corrective work should you leave the property.

Satellite dishes and aerials

If you want to put up a satellite dish or aerial, you must make the request in writing to your area housing office to get permission. You will also need suitable insurance.

Your insurance will have to cover the possibility of council property being damaged, or another person being injured by the dish or aerial.

We will also ask you to sign an agreement indemnifying us from any third party claims made as the result of the dish or aerial falling off the building and causing damage.

For more information

Call us on **0845 330 3131** or visit your area housing office to get more advice, or to submit your application.

You can also get more advice from our website at **www.nottinghamcityhomes.org.uk**

Remember: Don't start work without getting our permission first.



If you are unable to read this publication about making improvements to your home 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, spojte se prosím s bytovým úřadem pro vaši oblast nebo nám zavolejte na 0845 330 3131. Můžeme pro Vás zajistit tlumočnicka, abysme vám to vysvětlili nebo vám můžeme zaslat nahrávku na kasetě a nebo na CD. Pokud vám ani jedna z výše uvedených možností nevhovuje, můžeme vám publikaci nechat přeložit do vybraného jazyka.

French

Si vous ne pouvez 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 vous l'expliquer, ou vous envoyer une version orale sur bande magnétique ou CD. Si aucune de ces options n'est adéquate, nous pouvons traduire cette publication dans la langue choisie.

Gujarati

જો તમે આ બુલેટ બાબતનો [tenancy changes] અંગેની પુસ્તિકા વાંચવામાં અસમર્થ હોવ, તો તમારા વિસ્તારની અવાસન સંસ્થાનો સંપર્ક કરવા અથવા 0845 330 3131 પર અમને કોલ કરવા વિનંતી. અમે તમને તે સમજાવવા માટે દુબાઈવાચી વ્યવસ્થા કરી શકીએ, અથવા તમને અહીંના કામગીરી આવૃત્તિ ટેપ પર અથવા CD પર મોકલી શકીએ, જે અમારી કોલ પર યોગ્ય ના હોય, તો અમે અને પસંદગીની ભાષામાં અનુવાદ કરી શકીએ.

Hindi

यदि आप अपनी परिचय [tenancy changes] से संबंधित इस प्रकाशन को नहीं पढ़ सकते 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 दुभाषिये 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 नहीं तो हम इस प्रकाशन का आपकी चयनित भाषा में अनुवाद कर सकते हैं।

Kurdish (Sorani)

ئەگەر ئێوە ناتوانیت ئەم بۆلۆگراڤیە بخوێنیتەوە ئە باری گۆڕینی کرێچییەک بەوه، نەکێه پەیوەندی بکە بە تۆفیس نێشتەن یووێی ناوچەکەتەوە، یان ئه‌له‌فۆنمان بۆ بکە ئه‌له‌فۆنی 0845 330 3131. ئێمه دێتوانین زۆمان وهرگه‌رت بۆ دابین بکەین بۆ ئه‌وهی بۆت زۆوان بکاتوه یان هه‌سکاتت بۆ تۆمار بکات له سه‌ر شێرت یان سی دی. نەگەر هیچ نەمانه گۆتاونو نەموون، ئه‌وا دێتوانین ئەم بۆلۆگراڤیت بۆ وهرگه‌رتن بۆ زۆمانی دێزێکراو.

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 wynająć tłumacza aby wyjaśnić Państwu tematykę publikacji, lub wysłać wersję dźwiękową broszury na kasetę lub CD. Jeśli żadne z powyższych nie jest dla Państwa 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 ਟੈਨੈਂਟਸੀ ਚੇਂਜਸ (ਰਿਟਾਇਰਦਾਰੀ ਵਿਚ ਬਦਲਾਅ) ਦੇ ਬਾਰੇ ਵਿਚ ਵਿਕਾਸਾ ਨਹੀਂ ਪੜ੍ਹ ਸਕਦੇ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੇ ਵਿਲਕੇ ਦੇ ਹਾਊਸਿੰਗ ਅਫਿਸ ਨਾਲ ਸੰਪਰਕ ਕਰੋ ਜਾਂ ਸਾਨੂੰ ਇਸ ਨੰਬਰ 'ਤੇ ਕਾਲ ਕਰੋ 0845 330 3131। ਅਸੀਂ ਤੁਹਾਨੂੰ ਵਿਚਕਾਰ ਸਲਾਹਦੇਣ ਵਾਲੀ ਵਿਚ ਵਿਟਾਪ੍ਰੋਟੋਕੋਲ ਦਾ ਕੀ ਵਿਵਰਨਾ ਕਰ ਸਕਦੇ ਹਾਂ, ਜਾਂ ਟੇਪ ਜਾਂ ਆ ਡੀ ਟੀ ਵਿਚ ਸਟਰੀਓ ਟੀਪ ਦੇ ਸਕਦੇ ਹਾਂ। ਜੇਕਰ ਇਹਨਾਂ ਵਿਚੋਂ ਕੁਝ ਕੀ ਖੁਸ਼ੀਆਂ ਨਹੀਂ ਤਾਂ ਅਸੀਂ ਤੁਹਾਨੂੰ ਵਾਲੀ ਹੁਸ਼ੀਰੀ - ਭਾਸ਼ਾ ਵਿਚ ਵਿਚਕਾਰ ਸਲਾਹ ਕਰ ਸਕਦੇ ਹਾਂ।

Urdu

اگر آپ اس کتاب کو نہیں پڑھ سکتے ہیں تو اس کے بارے میں اپنے علاقے کے ہاؤسنگ آفس سے رابطہ کریں، یا ہمارے ساتھ 0845 330 3131 پر فون کریں۔ ہم آپ کو اس بارے میں بات چیت کے لیے ایک ترمیم کار بھی بھیج سکتے ہیں، یا اسے آڈیو ڈی وی سی میں بھیج سکتے ہیں، یا اس کا آڈیو ڈی وی سی میں بھیج سکتے ہیں۔ اگر اس میں سے کوئی بھی آپ کے لیے مناسب نہیں ہے تو ہمیں اس بارے میں بھیج سکتے ہیں۔



Nottingham City Homes
14 Hounds Gate
Nottingham NG1 7BA

Phone: 0845 330 3131
Minicom: 0115 915 7447
www.nottinghamcityhomes.org.uk