

## People First Housing Association

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People First Housing Association is registered under the Co-operative and Community Benefit Societies Act 2014, Registration Number 27746R. It has charitable status and aims to promote equality of access to all services.

**This leaflet is available in other languages, larger print and audio. Please contact the admin team at head office if you would like to know more.**



community-based, tenant-led

## Home Improvement Policy

We are committed to providing good quality homes and keeping our housing stock in good repair. We operate a planned maintenance programme, through which we replace kitchens, bathrooms, doors, windows and other building components. We recognise that some tenants may wish to carry out improvement or alteration works in advance of our programme. This policy sets out how tenants may proceed with such work and what compensation and/or incentives are available.

### Tenancy Agreement

Our tenancy agreement allows tenants to make improvements, alterations and additions to their home provided they have **written consent from us**. We will not unreasonably withhold consent, but may make it conditional upon the work being carried out to a certain standard. Failure to comply may be treated as a breach of the Tenancy Agreement.

### Seeking Consent

You must complete a Home Improvement Application Form and wait for approval before starting. We will write back within one week to let you know whether it has been approved and whether any incentives, conditions and/or compensation apply.

## Conditions

A representative of People First will inspect the work on completion to ensure that the work has been done to a satisfactory standard. We may also attach other conditions to the approval, such as:

- To use a suitably qualified contractor
- To carry out work at a reasonable time
- To provide a Gas Safe Register certificate
- To provide an electrical safety certificate (Part P)
- To ensure other parts of the property are not damaged
- To pay for the ongoing maintenance of non-standard items, such as heated towel rails or white goods.

## Incentives

People First operates an incentive scheme for tenants who wish to improve/replace their kitchen or bathroom suite. Incentives towards installation may be offered as follows:

- Full kitchen £1,000
- Kitchen refresh £500
- Bathrooms £500

Applications are assessed on a first-come first-served basis and there is a limited budget each year. Applications may be refused if they have already had an incentive and there are others who have not.

Incentive payments will only be made **after** an inspector from People First has deemed the installation work to be satisfactory.

## Compensation

A compensation scheme operates to pay back tenants who move out within ten years of installing a major item (such as a kitchen or bathroom). It operates on a sliding scale, so that tenants can receive 90% of the cost if they move out after a year, 80% after two years and so on. We will write to you at the time of installation to confirm your entitlement.

Any incentive given when the item was installed will be deducted before the compensation is calculated. To qualify for compensation, the following conditions apply:

- Approval must have been granted before installation
- Quotations must have been sought and a copy of the final invoice must have been provided to People First at the time of installation.
- The work must have been inspected and approved immediately following installation.
- The installation must have been kept in good condition, allowing for fair wear and tear.
- Any outstanding arrears and/or recharges will be deducted from the compensation payable.

## Contribution Limits

The nominal cost of kitchens and bathrooms is capped. So, for example, if a tenant chooses to pay more than £2,500 for a family kitchen, People First would treat the compensation payment as if the kitchen had only cost £2,500. The following caps apply:

- Full kitchen £2,500
- Kitchen refresh £1,000
- Bathrooms £1,000