



POLICY ON TENANTS RIGHT TO COMPENSATION FOR IMPROVEMENT WORK

1.0 INTRODUCTION

Tenants have the right to undertake alteration or improvement work to their homes providing they first obtain written permission from Linstone.

In certain circumstances, Linstone will consider, at the end of a tenancy, making a compensation payment towards such alterations left by the tenant in line with this policy.

2.0 QUALIFYING IMPROVEMENTS

The following types of improvement will be considered for compensation payment

Qualifying improvements include:

- Bath/shower; wash hand basin; wc
- Cavity wall insulation
- Double glazing; window replacement; secondary glazing
- Draught proofing of doors or windows
- Insulation of water pipes, tanks, cylinders
- Installation of mechanical ventilation in bathroom or kitchen
- Kitchen sink
- Loft insulation
- Rewiring of power or lighting circuits
- Security measures (excluding alarm system)
- Space or water heating
- Storage cupboards in kitchen or bathroom
- Thermostatic radiator valves
- Work surfaces for food preparation

Any such work must be to a standard acceptable and approved in writing by Linstone. The tenant is responsible for obtaining all other necessary approvals and certificates as may be required e.g. planning permission and/or building warrants etc.

Application forms for alteration and improvement works can be obtained from and should be returned to, the Repairs Section, at Linstone's office.

It is important to note that failure to obtain Linstone's approval (or any other statutory warrants) may result in tenants being required to reinstate their home to its original condition.

3.0 COMPENSATION CALCULATION

Compensation will be calculated on the initial cost of the improvement work and based on a depreciation formula depending on the time since the improvement work was carried out. Documentary evidence of initial costs will be required to be provided if and when a compensation claim is lodged.

Compensation payments will be calculated on the following basis.

$$C \times \left[1 - \frac{Y}{N} \right]$$

C = the cost of the improvement work (excluding fees; grants; consents etc.).

Y = number of years since the improvement was completed.

N = the estimated useful lifespan of the improvements.

Minimum payment of £100.00 and a maximum payment of £4000.00 is payable for each item.

Compensation claims must be lodged with Linstone during the period 28 days before ending and 21 days after tenancy comes to an end.

Linstone should respond to any application within 28 days of all the relevant information being presented.

A tenant may, where they disagree with the compensation valuation calculated by Linstone, request that the valuation be reconsidered. Such appeal must be lodged within 28 days of Linstone's notification of compensation valuation.