

cairn



IMPROVEMENTS AND ALTERATIONS

IMPROVING YOUR HOME AND YOUR RIGHT
TO COMPENSATION

IMPROVEMENTS TO YOUR HOME

All tenants have the right to carry out certain improvements and alterations to their homes. You must ask for permission before work is carried out. We will not refuse permission unreasonably.

If you would like to make an improvement to your home, you must fill in an application form which you can get by contacting your local office. We may come and inspect your home before we give you permission to carry out the work. Once the work is complete, you must tell us. We may ask to inspect the work to make sure it meets our standards. We will need copies of all the receipts you have for the work as soon as possible. If we refuse permission, you have the right to appeal to the Sheriff Court.

CAN I CLAIM COMPENSATION?

Under the Housing (Scotland) Act 2001 you may be able to receive compensation from us for certain improvements you have made to your home. For you to qualify for this, we must have approved the improvement to your home and your tenancy must have ended.

We will not pay compensation if we did not approve the improvements before the work was carried out, if you did not contact us after the work was carried out, if you did not provide receipts straight away or if you bought your home through Right to Buy, you are evicted or we give you a new tenancy for your existing home.

You must make a claim in writing to us. You must do this either 28 days before or 21 days after your tenancy comes to an end. We will need to know your new address, what work you are claiming for, the date the work was carried out and how much the work cost.

You can read the full legislation regarding alterations and improvements in The Housing (Scotland) Act 2001.

WHAT CAN I GET COMPENSATION FOR?

You can only get compensation for certain improvements. These include installing, replacing or fitting:

- a bath or shower
- cavity-wall insulation
- sound insulation
- double glazing, replacing outside windows or fitting outside glazing;
- draught-proofing outside doors or windows
- pipes, water tanks or cylinders
- a kitchen sink
- loft insulation
- rewiring, providing power or lighting or adding other electrical fixtures (including smoke detectors)
- security measures other than burglar alarms
- space or water heating
- storage cupboards in a bathroom or kitchen
- thermostatic radiator valves
- a wash-hand basin
- a toilet
- a work surface for preparing food, and
- mechanical ventilation in bathrooms and kitchens.

Decorating the inside of your home does not qualify for compensation.

HOW MUCH MONEY CAN I GET?

The most we will pay is £4,000 for each improvement and the minimum is £100.

We start with the original cost of the improvement from the receipts you provided. Without receipts we can not give you any compensation. We will take the following information into account when working out how much compensation you will get.

- Any financial help you had, such as a grant.
- How long ago the work was carried out.
- Whether the quality is higher than if we had done the work.
- If you owe us money, for example, unpaid rent.

If you disagree with our decision, you can ask us to reconsider it within 28 days of receiving your letter.

