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At all-time works should only be undertaken by appropriately qualified and professionally accredited trades people.

The above list is not exhaustive and is for guidance only. Each case will be assessed on its individual merits.

- 5.3 NOTE: Permission to lay hard flooring e.g. laminate flooring or tiles will be refused unless it is on the ground floor. Permission to lay ceramic flooring will be refused unless laid in a kitchen or bathroom that is not above a living room or bedroom.

## 6.0 Our responsibilities

- 6.1. It is our policy to be fair and consistent in considering requests made by tenants to carry out improvements and alterations to their homes. When making decisions we will consider any potential concerns for neighbouring homes and also protect its own interest in the property. All decisions will be confirmed in writing by a Tenancy Management Officer.
- 6.2. We will only consider applications after:
- All appropriate approvals/permissions have been obtained from the relevant department e.g. planning, building consent, listed buildings etc.
  - Clearance of any rent arrears or other debts owed to, or collected by us, have been cleared.
- 6.3. We will attach reasonable conditions to any consent given. This may include:
- **An estimate of timescales** for completing the requested works e.g. in accordance with guidance provided by the planning department
  - **Allowing access** for an inspection to the property (within 21 calendar days) after completing the works
  - **A description of the quality of materials** that must be used in accordance with agreed specifications
  - Works must be carried out by a **suitably qualified person/contractor**.
  - Where requested by us **certificates/guarantees or warranties** must be provided e.g. Fensa certificate, GASsafe registration details etc
  - **Complying with ALL relevant regulations** for carrying out the proposed works (See also section 7.2 below).
- 6.4. Where permission is refused we **will not** be liable for reimbursing residents for any charges/fees or for any other costs incurred.
- 6.5. We **will not** be liable for any loss or damage to any alterations carried out by the tenant with or without written permission/consent from us.
- 6.6. We **will not** assist with payment towards the cost of carrying out the improvement.