

We may adjust your compensation up or down depending on the condition of the improvement when you claim. The Association can also take off any money you owe from the compensation you get when your tenancy ends. You can get up to £3,000 for any one improvement, but you will not get any compensation if the amount is calculated below £50.



HOME IMPROVEMENTS; COMPENSATION AT THE END OF YOUR TENANCY

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.

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**Estuary is a housing association with
Charitable Status**

This leaflet provides you with information on our procedure for claiming compensation for home improvements at the end of your tenancy.

Your right to compensation for improvements

If you are an Estuary resident and your tenancy is ending, you may be able to get compensation from us for improvements you have made to your home. You can apply for compensation when your tenancy ends, which is usually when you move.

The right to compensation applies to nearly all our tenants, please check with us if you are unsure.

Do you need permission to make improvements?

Yes. You should get written permission from the Association before you make any improvement. If you do not get permission first, you will not be able to claim compensation.

What kinds of improvement can you get compensation for?

The right to compensation applies to improvements, which include:

- Replacement bath or shower

- Wash-hand basin
- Toilet
- Kitchen sink
- Storage cupboards in bathroom or kitchen
- Work surfaces for food preparation
- Space or water heating
- Thermostatic radiator valves
- Insulation of pipes, water tank or cylinder
- Loft insulation
- Cavity wall insulation
- Draft proofing of external doors or windows
- Double glazing or other external window replacement of secondary glazing
- Rewiring or the provision of power and lighting or other electrical fittings
- Any object which improves the security of the house, excluding burglar alarms

What kinds of improvement can you NOT get compensation for?

Examples are:

- Interior decoration including painting and wallpapering
- Alterations to the fixtures and fittings in your home
- Adding fixtures and fittings to your home
- Installation of new services
- Installation of new TV aerial
- Undertaking external decoration
- Patios
- Sheds
- Aids and Adaptations

How do you get compensation?

You should make a claim for compensation when you tell us that you want to move. You will have up to 14 days after your tenancy ends to make a claim. You will need to give enough information to enable us to decide how much compensation you will get. We will use information on the improvements you have made, how much each improvement cost, the dates the improvements began and finished, the dates you requested and obtained agreement from us, information about the accepted quote, the date the work was completed and post-inspected. This information will be available to us from the original process of giving approval for the improvement.

How is your compensation worked out?

We will look at the cost of your improvements. If you got financial assistance to help make your improvements, the Association will take off the amount your grant was worth from the cost of your improvement. The value of the improvement will go down as it gets older and as you get more use out of it. The compensation you get will depend on the age of the improvement when you make your claim. We will give you less compensation if the cost of the improvement was too much, or the quality is higher than it would have been if Estuary had carried out the work.