

Appendix 2

Improvements that do not require permission from us but have specific conditions.*

Type of improvement	Conditions that must be followed
Replacing internal doors and door handles	Glass doors not allowed. Not permitted to replace fire doors and door handles. Residents must check with us if unsure if they have a fire door
Replacing kitchen or bathroom wall tiles	A qualified contractor must be used. If you know about or suspect the presence of asbestos in areas that you will be working in, you must contact us for advice before commencing the work. Any asbestos or contaminated waste should be disposed of in accordance with current asbestos and Hazardous Waste Regulations and to a registered refuse collection point. The consignment note will need to be provided to us on completion of this work.
Installation of dishwashers, washing machine and tumble driers where the removal of kitchen units is necessary	If any kitchen units are removed to make room for washing machines, dishwashers or tumble driers, these need to be kept and stored in good condition so they can be installed again in the future
Changing carpet	Check carpet thickness before installation. We will not make adjustments to doors for carpets or other flooring
Laminate flooring, vinyl flooring, or ceramic tiled flooring replacements	No hard flooring on the first floor or above for flats
Installing cat/dog flaps – houses only (not allowed in any communal area/blocks or flats)	If residents cause damage to the door by fitting the cat/dog flap, they will be responsible for the door repair or replacement
Installation of television aerial or satellite dish	Check with the local authority's planning team to confirm they are happy with the proposed size and location of the proposed dish. Residents will need to confirm to us in writing that they have given their permission
Video doorbells	The camera's angle to be adjusted to avoid public streets, the neighbour's property, or other public shared spaces. Further guidance on the Information Commissioner's Office's website: ico.org.uk/for-the-public/home-cctv-systems/
Water butt	The water butt must have a built-in overflow to prevent the water butt from overflowing

Additional lock to front or back door (wooden doors only)	Not permitted on fire doors. Residents must check with us if unsure if they have a fire door. We will not replace additional locks or repair/replace door if the locks are later removed and there is any visible damage to the door
Creating patios or paths in the front/back garden including decking and paving	Must be installed at least 150mm below damp proof course. Any changes in levels/steps which are over 300mm in height must be protected with a handrail to prevent falls
Pigeon lofts, aviaries and kennels (for pets only, not commercial use) Installing/removing of garden sheds and greenhouses Installation of storage for mobility scooters	All structures must be located two metres away from the main building and have a suitable base, not obstruct light into any windows or doors, and any glazing below 1500mm must be safety glass Residents must check if local authority planning permission and/or building control are required Storage sheds should not contain pressurised cylinders/bottles, gas or paraffin heaters, or other flammable materials or fluids If electrical points for charging are needed, only a qualified electrician should carry out the work. A copy of the electrical test certificate should be sent to us on completion of the work
Electric fire, oven, hob and cooker hood	Only a qualified electrician should carry out the work A copy of the electrical test certificate should be sent to us on completion of the work
Outdoor tap and mixer tap	Must use a qualified plumber
Installation of water features, fish ponds, hot tubs	Residents must install barriers around ponds, e.g. a fence or a protective robust metal grid. It must be able to take the weight of an adult, with no access for a child to fall through For hot tubs, only a qualified electrician should carry out the work. A copy of the electrical test certificate should be sent to us on completion of the work.

	Hot tubs are not permitted on any flat balconies or shared communal gardens
Planting of trees	No planting of trees within three metres of any building. Not allowed to plant any fast-growing species such as leylandii, conifer trees. We will not take on maintenance of any trees planted by residents
Removing of trees	Residents must first check with their local authority to find out if a tree preservation order is in place on that tree. If there is, they must follow the conditions. Any approval of work to trees with preservation orders needs to be sent to us
Fencing (individual gardens only)	Fencing must not be higher than one metre in the front garden and two metres in the back garden. Residents must check if local authority planning permission and/or building control are required. Certificates for this must be forwarded to us Fencing must be erected on the existing boundary line to replace another boundary, fence wall or hedge Residents must not replace a boundary that belongs to their neighbour Residents must ensure all existing rights of way and access are maintained

*If the resident's home is a new-build and still within the defects period, they will need to check with us and the developer that there are no objections to their improvement.

We will only carry out repairs or maintenance for home improvements in line with the responsibilities set out in our maintaining your home policy