

Appendix 3

Improvements that require permission from us in all cases.

For some improvements, we will inspect once the works have been completed.

Type of improvement	
Installing new kitchen units and/or changing kitchen layouts	Porch, veranda and lean-to/awning
Installing a new bathroom suite and/or changing bathroom layout including shower installations	Fencing in communal areas/gardens
Creating off-road parking and driveways	Removal of garden wall or brick shed

For some improvements, we require the relevant certificate once completed.

Type of improvement	Type of certificate
Installation of air conditioning unit	Electrical certificate
Security works (e.g. installation of alarms, external lights or CCTV equipment)	Electrical certificate
Installing and/or altering electrics for example sockets and lighting	Electrical certificate
Changing or adding additional radiators, thermostats or storage heaters	Electrical certificate
Installing electric vehicle charging points and outside electrics	Electrical certificate
External doors	Warranty certificate
Windows	Warranty certificate
Loft or cavity wall insulation	Installation certificate
Solar panel installation	Installation certificate

We will only carry out repairs or maintenance for any home improvements in line with the responsibilities set out in our maintaining your home policy and where we have carried out an inspection and/or received the relevant certificate.