Customer Alterations policy

1. Purpose and scope

This policy outlines the conditions under which Selwood Housing allows customers to make alterations to their homes. It ensures that all changes comply with legal, health and safety, and maintenance requirements while protecting the integrity of our properties.

This policy applies to all Selwood Housing customers who rent their home. Customers with shared ownership or leasehold arrangements are not covered by this policy, as they are subject to a separate policy.

It covers any modifications to the interior or exterior of a property, including structural changes, new installations, and decorative alterations.

2. Underpinning principles

Selwood Housing acknowledges that customers may occasionally wish to make alterations to their homes, whether due to changing circumstances, medical needs, or a desire to enhance their living space.

While permission will not be unreasonably withheld, we have a responsibility to ensure that any modifications do not compromise the structure or integrity of the property or impact adjoining properties.

3. Policy details

3.1 Compliance with legal and Regulatory standards

All alterations must comply with relevant building regulations, planning permissions, and health & safety standards.

Work must not breach fire safety, gas and electrical regulations, or structural integrity of the property.

3.2 Maintaining Property Condition and Value

Any alteration must not compromise the value, security, or energy efficiency of the home. Additionally, any proposed work must not void any new build guarantee or warranty.

Selwood Housing retains the right to refuse changes that may negatively impact long-term maintenance or sustainability.

3.3 Clear Permission Process

Customers must seek written permission before making any alterations.

Requests will be assessed on factors such as impact on neighbours, property structure, and safety. Permission will not be unreasonably withheld.

3.4 Responsibility for Maintenance and Reversal

The customer remains responsible for maintaining any approved alteration during their tenancy.

Unless agreed otherwise, customers may be required to return the property to its original condition when moving out.

3.5 Equality, Accessibility, and Reasonable Adjustments

Alterations related to disability adaptations will be supported under the Selwood Housing's aids and adaptations policy.

Requests will be considered in line with equalities legislation to ensure fairness and reasonable adjustments where necessary.

3.6 Cost Implications and Liability

The cost of alterations, including installation, maintenance, and potential removal, is typically the customers responsibility.

Any damage caused by an unauthorised or poorly executed alteration must be rectified at the customers expense.

4. Asbestos

If Selwood determines that an alteration requires an asbestos survey, we will conduct the survey at no cost.

Should asbestos removal be necessary, Selwood will arrange for the work to be carried out by a specialist contractor. Additionally, we will replace any ceilings containing asbestos, install new boxing around exposed pipes, and encapsulate bitumen adhesive on floors after flooring removal.

Selwood will not be liable for any delays in the work resulting from the asbestos survey or removal process.

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5. Compensation

Customers may be eligible for compensation for approved improvements or alterations when they leave the property. To qualify, they must have obtained prior permission through the correct process and provide evidence of the costs incurred for the completed work.

Details can be found here: https://www.legislation.gov.uk/uksi/1994/613

6. Appeals

If an alteration request is denied, the customer has the right to appeal the decision in writing within 14 days. Appeals will be reviewed by the Contract manager, Response and voids, and a final decision will be communicated within 28 days of receiving the appeal.

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Signposting

- Aids and adaptations policy
- Fencing and boundary management policy
- Compensation for improvements, claims and goodwill, regulatory and statutory payments policy
- Fire safety regulations
- Building regulations 2010
- Housing Act 1985,1988,1996,1998,2004
- Landlord & tenant Act 1985
- Health and safety at work Act 1974
- Equality Act 2010
- Localism Act 2011
- Planning permission guidelines
- Environmental protection Act 1990
- Energy performance of Buildings (England and Wales) Regulations
- Right to Repair Regulations 1994
- Environmental Protection Act 2010
- Selwood Housing tenancy agreements
- Gas safety (installation and use) Regulations 1998
- Electrical equipment (Safety) Regulations 1994
- Control of Asbestos Regulations 2012
- Construction Design & Management Regulations 2015 (CDM)

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Decision-making record

Date	Meeting/Minute Reference	Version /Amendment
1 November 2021	New version following customer consultation	1
1 May 2025	Updated version following customer consultation – covering rented customers only Agreed by Exec	2