

Guide to Homeowner Alterations

Customer guide supporting the Homeowner Alterations Policy

Can I make alterations to my home?

This guide explains what homeowner customers need to consider before making alterations to their home.

It should be read alongside your lease, transfer document and the Homeowner Alterations Policy.

If there is a conflict between this guide and your lease or transfer document, the legal document takes priority.

Once you're in your new home, decorate your home as you like. We suggest waiting for the 12 months effects liability period to end. But it is your home so please make it your home.

You can install new light fixtures and fittings, curtains and blinds. Ensure any electrical work is carried out by a certified electrician. If you're uncertain contact us and we are happy to help.

If you're looking at more major alterations:

Before you start

- Check your lease or transfer document.
- Contact Selwood Housing before starting work if you are unsure whether consent is needed.
- Check whether planning permission, building control approval, lender consent or other approvals are required.
- Wait for written consent before starting any work where consent is required.

Alterations that may require consent

- Extensions, loft conversions and structural works.
- Replacement windows and external doors.
- Kitchen, bathroom, plumbing or drainage alterations.
- Gas, heating or electrical works.
- Solar panels and renewable technologies.
- Outbuildings, decking, driveways or boundary changes.
- Hard flooring in upper-floor flats.
- Any work affecting communal areas or neighbouring properties.

Your responsibilities

- Obtain all approvals required for your project.
- Pay all costs associated with the alteration.
- Use competent and appropriately qualified contractors.
- Maintain, repair and replace approved alterations unless otherwise agreed in writing.
- Provide certificates or completion information where requested.

New-build homes

Major alterations will not normally be approved within the first two years where works may affect defects, warranties or developer responsibilities.

Accessibility and disability-related requests

Selwood Housing will consider requests linked to disability or accessibility needs fairly and in line with equality obligations.

Reasons permission may be refused

- The alteration is not permitted by the lease or transfer document.
- Required external approvals are missing.
- The work could affect safety, structure, warranties, neighbouring homes or communal areas.
- The work could create unreasonable future costs or risks.

Will I have to pay a fee

If we need to visit your home to assess it for a major alteration, a £60 fee to pay for the surveyor's time is payable.

Appeals and complaints

- If your request is refused, you may ask for the decision to be reviewed.
- If you are unhappy with the service you receive, you can use Selwood Housing's complaints process.