



Qualifying improvements and agreed lifespans are as follows:

Bath or shower*	12 years
Kitchen sink*	10 years
Toilet*	12 years
Wash basin*	12 years
Work surfaces for food preparation*	10 years

***Qualifies only if the old item needed replacing or didn't exist.**

Any object which improves home security (excluding burglar alarms)	10 years
Cavity wall insulation	20 years
Double glazing or other external replacement or secondary glazing	20 years
Draught proofing of external doors or windows	8 years
Insulation of pipes, water tank or cylinder	10 years
Loft insulation	20 years
Rewiring or the provision of power and lighting or other electrical fittings (including wired-in smoke detectors)	15 years
Space or water heating	12 years
Storage cupboards in bathroom or kitchen	10 years
Thermostatic radiator valves	7 years

REQUESTS TO CARRY OUT IMPROVEMENTS

Please address written requests to carry out improvements to:
LHA, 24 De Montfort Street, Leicester LE1 7GB.



Customer information

HOME IMPROVEMENTS

INTRODUCTION

LHA aims to maintain its homes to a high standard, replacing or repairing items as and when necessary.

From time to time, some tenants decide to carry out their own home improvements. If you do this and later move to another property, you may be entitled to some compensation from LHA for the improvements you've made.

This leaflet explains when and how compensation may be payable. It's important that you read it carefully before starting work on your home or employing contractors.

If you would like this or any other LHA publication explained, translated or made available in another format such as large print, audio or Braille, please contact your nearest LHA office.





BEFORE YOU START

If you carry out a home improvement, you should be aware that there are some costs you cannot claim compensation for, and for which you will be responsible. They are:

- The cost of ongoing repairs
- The maintenance of all improvements
- Making good any damage or interference to the fabric of the building and/or to LHA's fixtures and fittings

You are also responsible for obtaining any building regulation or planning approval that may be needed.

TO QUALIFY FOR COMPENSATION

To receive compensation you must do the following:

- Get written permission from LHA for the improvements or additions you want to make. (We'll tell you whether or not the work is likely to qualify for compensation.)
- Provide three written quotations from genuine contractors and give the reason for choosing a particular contractor
- Write and tell us when work is complete so we can arrange an inspection

We reserve the right to reject the quotations if we feel they're unreasonable.



PAYING COMPENSATION

If you improve your home with our permission and the improvement is classed as a 'qualifying improvement' (see below), you may be entitled to compensation at the end of your tenancy, if you meet the following conditions:

- The improvement must be in good serviceable condition. Any wear and tear must be no more than reasonably expected for its age
- Depreciation (reflecting the age of the improvement) will be deducted from the compensation as follows: 90% of the original cost will be divided by the expected lifespan, and this figure will be multiplied by the number of years of expected life remaining
- Any money you may owe us will be deducted from the compensation
- Any grant you may have received to help meet the cost of carrying out the improvement will be deducted from the compensation
- No compensation is payable if the property is repossessed by us because of a breach of tenancy conditions, or if you buy the property from us, or if the total amount payable is less than £50
- If you want to claim compensation, you must do so within 14 days of your tenancy ending

QUALIFYING IMPROVEMENTS

The Housing Corporation (the body which funds and regulates housing associations) decides which improvements qualify for compensation, and also decides the agreed lifespan for each item (see over).

