

Please complete, detach and return  
the application form



Registered Office: Cavendish 249, Cavendish Street, Ashton-under-Lyne OL6 7AT  
tel 0161 331 2000 fax 0161 331 2001  
[www.newcharter.co.uk](http://www.newcharter.co.uk)

## Why do I need to apply?

There are a number of reasons why you must request permission before carrying out alterations to your home.

- It is a condition of your tenancy agreement that you must obtain written consent prior to carrying out alterations to your home.
- Altering and improving your home can be a major task involving both the Planning Department and the Building Control Section. You must ensure all relevant permissions are sought whilst applying for consent.
- It is important to ensure that safety regulations are adhered to, even when carrying out simple alterations e.g. gas ventilation grills on internal doors.



## What happens if I do not get permission?

- If you have carried out alterations without permission, New Charter may insist that you revert the property to its original condition, and may take action against you for breach of tenancy.
- If you have carried out alterations which are dangerous or do not comply with relevant regulations, we will be forced to take action and you will be recharged for any costs involved in rectifying the alteration.
- Should we decide to give you permission for work you have carried out without obtaining our consent (retrospective consent), we will charge you £150 for costs associated with granting of this consent.



**Please note that no improvements or alterations should be undertaken without first obtaining our written permission.**

Should you wish to proceed, please complete the attached application form and return it to one of the addresses below:-

New Charter Housing Trust Group  
Cavendish 249  
Cavendish Street  
Ashton-under-Lyne  
OL6 7AT

### **Town Centre shops**

2 Henrietta Street, Ashton-under-Lyne OL6 6EF

9 Albert Street, Denton M34 6ZA

12-14 Clarendon Street, Hyde SK14 2EL

63-65 Grosvenor Street, Stalybridge SK15 2JN

### **Useful contact numbers**

Main Switchboard - 0161 331 2000

Relets - 0161 331 2345

## What is a qualifying improvement?

A “qualifying improvement” is any improvement which falls under the category of improvements/alterations which “qualify” for compensation. The list is set down in accordance with legislation.

The types of alterations which fall under this category are:-

- Bath or shower
- Wash hand basin
- Toilet
- Kitchen sink
- Storage cupboards in bathroom or kitchen
- Space or water heating
- Work surfaces



We can at your request, provide you with a full list of those which would qualify.

## What do I have to comply with in order to make a claim?

- It must be within its “notional life”
- It must be a “qualifying improvement”
- You must have informed us of the alteration and obtained permission before the work started
- You must have given evidence of the cost of the work at the outset
- You must have maintained the alteration to an acceptable standard
- You must apply for the compensation in writing within 28 days before termination or 14 days afterwards

## What do I need permission for?

There are many alterations which require permission, each request will be considered on an individual basis, examples of the types of requests are:-

- External/internal doors and windows
- Laminate flooring
- Removal of internal walls
- Kitchen and bathroom units
- Hard standings
- Garden ponds/landscaping
- Showers
- Fires and surrounds
- Bathrooms
- Ceiling fans

Some improvements and alterations will require qualified tradesmen to undertake the work. We must ensure that the proposed work will be carried out to an acceptable standard and will not affect health and safety. If you are unsure whether you need permission for your alteration or improvement then please ask.

## Decorating advice

Decorating the inside of your home does not require our consent, however some types of decoration do cause problems with maintenance, or when reletting the property, these include:

- Artex used on walls
- Black or very dark painted woodwork
- Blown vinyl paper
- Polystyrene tiles on walls or ceilings which should not be used for safety reasons

If you use these materials or finishes we may ask you to restore the property to an acceptable standard if you move out.

## Situations where we may refuse consent

We may sometimes refuse applications for consent. Situations where we may refuse consent are:-

- Laminate flooring on flats above ground level due to excessive noise for other residents of the block
- Any alterations which may not be in keeping with the neighbourhood, such as painting external brickwork
- Any alterations which do not comply with planning or building control regulations
- Where all relevant information has not been provided e.g. building control regulation certificates
- Where excessive structural works are requested which would considerably change the layout to a house



## Advice on alterations and improvements

It is your responsibility to apply for and gain all required building warrants and permissions before the work starts.

You will be responsible for all future maintenance of the alteration and improvement, until such a time that your tenancy comes to an end. Where we may request you to revert it to its original condition, or if it is in an acceptable condition, we will take on the future responsibility.

## Compensation on termination of tenancy

You may be entitled to claim compensation for some of the alterations carried out. Compensation for improvements for tenants was introduced by the Leasehold Reform Urban Development Act 1993. The legislation was effective from 1st April 1994, any improvements carried out after this date that fall under the “qualifying improvement” category can be considered.

If you have carried out certain improvements we may pay a contribution towards the cost of this when you give up your tenancy. To claim this you must have had written permission to carry out the works, and you must also have provided proof of the cost of works. You would not receive any if you purchase your house through the ‘Right to Buy’ scheme, if your home is repossessed because you have not paid your rent or if you have broken any other of the conditions of tenancy as laid out in your tenancy agreement.

If the improvements are a number of years old then depreciation of the alteration will be taken into account, each alteration is given a “notional life” this is the time that it is estimated the alteration would last for.

