



## RESIDENTS IMPROVEMENTS

### ***What is this Fact Sheet about?***

This fact sheet gives a brief outline of the Co-operative's policy with regard to resident's improvements. Full details of the Co-operative's Property Management Policy are available from our offices in Aberdeen and Peterhead, or on our web site at:

<http://tenantsfirst.com/about-us/policies/policy-library.asp#propman>

### **Questions & Answers**

- Q Do I need to obtain the Co-operative's approval to carry out home improvements?
- A Yes, if the item you are replacing or altering is part of the structure of the building (walls, windows, doors, etc.) or part of its fittings (Kitchen, Bathroom etc.) you will need to obtain the Co-operative's written approval and your request must be made using a standard form.
- Q Will I get approval?
- A Generally yes. Provided that the work does not significantly alter the property and it will not cost the co-operative to reinstate if you leave the property.
- Q Will I be compensated for carrying out any home improvements?
- A Only if you leave the property. The Co-operative may compensate you at the end of your tenancy for certain "qualifying" improvement works. This will be based on standard percentages
- More than 1 year old                      80%
  - 1 to 2 Years old                            60%
  - 2 to 3 Years old                            40%
  - 3 to 5 years old                             20%
  - More than 5 Years old                    No compensation paid
- Q What does "qualifying" mean?
- A Generally this means items that we would replace or upgrade in the normal life of a property and which are nearing the date of replacement. For example a kitchen that is 15 years old, or a bathroom that is 20 years old.
- Q How do I claim compensation?
- A Claims must be submitted in writing containing full details and invoices for the works. These should be sent to one of our offices no later than 21 days after the end of your tenancy.

Please let us know if you find this Fact Sheet helpful, or would like additional information on this subject.