

# Tenant-Led Alterations Policy

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The tenant-led policy guides you if you want to make alterations and improvements to your home.



An alteration is a change, removal, or replacement to your home's building fabric, outside space, or boundaries. It can also be the replacement of a fixture or fitting of your own of the same quality.

An improvement is replacing a fixture or fitting with a higher-quality one in your home or installing a new item where there was none previously, for example, a new shower, conservatory or porch.

## Before you start the work

If you would like to make an alteration or improvement to your home, you must contact us before any work takes place. We ask that you:

- Make sure that your rent payments are up to date
- Give us timescales for when the work is due to be carried out
- Give us permission to access your home within 14 days of the work being completed. (we will need to approve any work completed)
- Provide a guarantee that high-quality materials will be used and the work will be carried out by a competent/qualified professional.
- Have been given approval from building control, and you have planning certificates if needed

You can find the complete conditions list on our website, or you can call us on 0800 587 4538.

## Here are some examples of work that we would review:

- Installing a kitchen
- Installing a driveway or pavement crossing
- Installing a bathroom
- Installing photovoltaic or solar panels
- Structural works
- Installing air source/ground source heat pumps
- Building of extensions

You will be liable for any charges/fees if your request is refused, for any loss or damage due to alterations carried out without permission and responsible for the cost of the improvements, such as professional fees or permissions for works.

Some requests may be approved with the condition that any changes must be reverted to their original state by the end of your tenancy. Charges may apply if you fail to do so.

At the end of your tenancy, we will review any claims for compensation

for qualifying improvements that we gave written consent for. To be eligible, you must provide invoices or receipts for all materials and labour costs related to the claimed compensation. These costs must be specifically related to the approved improvements.

We will not approve work for:

- Wood/multi-fuel stoves
- Gas fires
- Gas boilers
- Appliances that need regular safety or legislative-led inspections

If you are unhappy with one of our conditions or a decision, you can appeal. The appeal decision is final, and you have no further right of appeal.

Please let us know if you or someone else in your household has any vulnerabilities.

You can get in touch with us about an alteration by phone, email, Live Chat or My Livin app.

### What next?

[Read the full policy at livin.co.uk/policies](http://livin.co.uk/policies)

[Not satisfied with this service? Let us know at livin.co.uk/complaints](http://livin.co.uk/complaints)

Contact us by phone if you need a copy of this policy or more information about feedback and complaints, we will be happy to post this out to you.

Please let us know if you need additional support to read this document.

We can provide this document in over 250 languages. Our most common are:

عربي (Arabic) Български (Bulgarian) Hrvatski (Croatian) čeština (Czech) ښاراف (Farsi)  
Magyar (Hungarian) polski (Polish) Português (Portuguese) Română (Romanian)  
Español (Spanish) Український (Ukrainian)

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