



# Making Alterations To Your Home



Better Homes • Stronger Communities

If you want to make alterations or carry out improvements to your home you must get our permission in writing before you start any work. We will normally give permission but we may ask for the work to be done in a certain way before you can start. If we cannot give you permission then we will tell you why not.

When we give permission we will tell you if we will take responsibility for carrying out the maintenance of the work once it has been completed.

## Small items of work

If the proposed works are minor, like adding kitchen units or changing an internal door, permission will usually be given immediately after you have applied in writing.

## Large items of work

If you want to carry out large scale works, such as removing walls or replacing kitchen or bathroom fittings, please enclose a sketch of the proposed work with your application.

Permission will be given if it is safe and acceptable for the work to be carried out. We must also be satisfied that the work will be carried out to an acceptable standard.



It may also be necessary for you to obtain planning and/or building regulations approval from North Lincolnshire Council. For advice on planning permission please contact North Lincolnshire Council on **01724 297420**.

## Heating appliances

If you want to change your heating appliances, or fit additional appliances, you must provide the following details:

- The make and model of the appliance
- Its proposed location
- The contractor(s) who will carry out the work

Gas appliances have to be installed by an approved Gas Safe registered fitter. Electrical appliances have to be installed by a qualified electrician.

It is important that you do not start any work without written permission from us. If you do then you may have to remove any items you have fitted and put things back to their original state – or we may have to do this and charge you the costs.

Please note the use of Liquid Petroleum Gas (L.P.G.) or paraffin heaters inside homes is not permitted.



## External work

### Aerials and satellite dishes

Some of our properties are served by communal aerial systems. If your property has a communal aerial then please check what improvement works we are planning to the system before you decide to fit a new aerial or satellite dish yourself.

If you decide to fit your own aerial or satellite dish then you must first obtain planning approval from North Lincolnshire Council. The planning regulations specify the size and locations where aerials and dishes are permitted – if you have one put up in breach of these regulations then you may have to move it or take it down. For planning enquiries ring **01724 297420**. Once you have planning permission from North Lincolnshire Council, you must write to us and get our permission as your landlord.

### Sheds / greenhouses / garages

If you want to build a garden shed, greenhouse or garage, please supply a plan showing:

- Where you want to build it
- Height, length and width of the structure
- Type of materials to be used

Depending on the size of the structure you may need planning permission - contact North Lincolnshire Council on **01724 297420**. It is your responsibility to make sure that you have all necessary planning and building permissions before you start work. We will not give our permission unless you have all the required approvals.

In the case of garages, you will also need to obtain a licence from North Lincolnshire Council's Highways and Operations Team to create a dropped kerb and cross over an adopted footpath. We will not grant permission for the garage to be built until this is done and the work must be carried out, before vehicles cross over the footpath.

## **Fencing / paving / vehicle hard standing**

Under normal circumstances permission for this work will be given. Please keep in mind that fencing must follow the boundaries of the land belonging to your home.

For vehicle hard standings you also require permission from North Lincolnshire Council's Highways and Operations Team to lower the kerb and cross over an adopted footpath. For more information call them on **01724 296686** or email **highway.maintenance@northlincs.gov.uk**

## **Buildings to house pets**

If you wish to build any structure to keep your pets, such as kennels, aviary or pigeon loft you must obtain our written permission.





## **Damage & insurance**

If any damage is caused to your home or adjoining homes as a result of any work you do, it must be put right at your expense. If you employ a contractor, make sure they carry adequate insurance to cover any problems that may occur.

## **Reinstatement**

If any work you carry out is not to a satisfactory standard you may be required to reinstate your home to its original condition. If necessary, this work will be carried out by North Lincolnshire Homes and you will be charged for this.

Visit us online  
[www.nlhomes.org.uk](http://www.nlhomes.org.uk)

## **When you end your tenancy and move out**

It is your responsibility to make sure that your home is left in good condition ready to be let to the next tenant. If it is not, you will be charged the costs of putting it right.

In most cases improvements you have made form part of the fixtures and fittings to your home and should be left in good condition when you leave. If you have added fixtures such as heating appliances or kitchen units then these always become the property of North Lincolnshire Homes and you must not remove them when you leave. Other alterations, such as removed walls, can be left provided they are sound and of an acceptable standard.

If you do wish to remove any improvements you have made when you leave you must get our permission. If you fail to do so and we have to carry out any repairs to put things right, you may be charged the costs of this work.

## **Compensation for improvements**

You may be entitled to receive compensation for improvements that you have made to your home. This only applies at the end of your tenancy and it depends on the type of improvement and how long ago it was carried out.



## No English?

### For information please call:

08000 193530 (Arabic) للحصول على المزيد من المعلومات اتصل بـ: 08000 193530

তথ্যগুলি বাংলায় জানতে হলে এই নম্বরে ফোন করুন: 08000 193531 (Bengali)

欲知粵語版的信思，請致電: 08000 193532 (Cantonese)

हिन्दी में जानकारी के लिये 08000 193533 पर फोन करें (Hindi)

بۆ زانیاری به کوردی سۆزانی تەلهفۆن بۆ ژماره 08000 193537 بکە. (Kurdish Sorani)

Para mais informação em português contacte-nos através do telefone 08000 193538 (Portuguese)

ਪੰਜਾਬੀ ਵਿਚ ਜਾਣਕਾਰੀ ਲਈ 08000 193539 'ਤੇ ਫੋਨ ਕਰੋ (Punjabi)

"Warbixinta oo af Soomaali ah wac 08000 193540" (Somali)

08000 193541 اردو میں انفارمیشن کے لیے اس ٹیلیفون نمبر پر رابطہ فرمائیں۔ (Urdu)

Nie mówisz po angielsku? Po informacji zadzwoń pod numer 08000 195587 (Polish)

Не знаете английский? Для информации звоните 08000 195586 (Russian)

**For information in large print, audio or other formats  
please call 01724 279900**

North Lincolnshire Homes Limited

Registered Address

Meridian House • Normanby Road • Scunthorpe  
North Lincolnshire • DN15 8QZ

Customer Centre

15 - 19 Cole Street • Scunthorpe • North Lincolnshire • DN15 6QY

**TELEPHONE 01724 279900**  
**FREEPHONE 0800 032 63 63**

[www.nlhomes.org.uk](http://www.nlhomes.org.uk)