



Making alterations to your home and garden



INVESTOR IN PEOPLE



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As a Walsall Housing Group customer, you have the right to make alterations and additions to your home and garden. Where appropriate, you may receive compensation from us for the work carried out when you leave your property.

Before you start any work on your property however, you must gain written permission from your local housing office. Once this has been granted, you must also apply for other approvals such as planning permission or building regulations.

Granting permission

When considering a request from a customer to make alterations to their home or garden we will look at whether the work would be likely to:

- make the home, or any other property, less safe for occupiers or visitors
- cause us to incur expenses which we would not incur if the work was not undertaken
- reduce the price the property would fetch if sold on the open market
- reduce the level of rent we would be able to get if we re-let the property.

Making alterations to your home and garden may benefit us as well as you and we will only refuse to give you permission when it is reasonable to do so.

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If we refuse permission, we will give you a written statement of our reasons why. If you request permission from us and we do not come back to you with either approval or refusal within 42 days, you can claim that we have withheld permission and ask for an explanation.

Meeting standards

It is important that any work carried out to our properties meets certain standards. We may give you permission to undertake alterations on the condition that the work is completed to a standard that will be agreed with you.

Once completed, if the work you have carried out to your property fails to meet the conditions we set, we may treat this as a breach of the conditions of your tenancy.

Taking responsibility

Once you gain our permission to alter your home or garden you will become responsible for getting the work completed by a suitably qualified, or competent person, and where appropriate maintaining the work to national health and safety standards.

For example, if you want to fit a gas appliance you must get it fitted by a legally registered gas installer and it must comply with the latest legislation. We may ask for a certificate to confirm this, which we will keep a copy of. Any electrical work you carry out also needs to comply with the legislation outlined overleaf.



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Rules for electrical safety

To reduce the number of deaths, injuries and fires caused by faulty electrical installations and to make it harder for 'cowboy builders' to leave electrical installations in an unsafe condition, new building regulations rules were introduced on 1st January 2005 for people carrying out electrical work in homes and gardens in England and Wales.

These regulations are for your own safety and you must comply with them.

Before you start any electrical work, you now need to think whether you must tell the Council's Building Control Department.

If you are using a contractor or installer to do the work, check whether they are registered with a competent person scheme.

If your contractor or installer is not registered with a competent person scheme, you will need to tell the Building Control Department about the electrical work you plan to do.

Once the contractor has completed the work, they will give you a certificate to confirm that their work meets the new regulations.

If you have any queries about electrical work to your property, contact the Council's Building Control Department on [01922 652428](tel:01922652428) or [01922 652408](tel:01922652408).

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Your right to compensation for improvements

If you leave your home, you may be able to claim compensation for improvements you have made. You must have received written permission from whg before you did the work.



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To contact us please call:

0300 555 6666

Always charged at **local rate**
– including from mobiles

Brownhills Housing Office

13 Silver Court
High Street
Brownhills WS8 6HA

Bloxwich Housing Office

Bloxwich Hall
Elmore Court
Elmore Green Road
Walsall WS3 2QW

Blakenall Housing Office

Blakenall Village Centre
Thames Road
Blakenall
Walsall WS3 1LZ

Central Walsall Housing Office

2nd Floor
Tameway Tower
Bridge Street
Walsall WS1 1JZ

Darlaston Housing Office

45 King Street
Darlaston WS10 8DE

Willenhall Housing Office

Beechwood House
New Road
Willenhall WV13 2BG

Email us at enquiries@whgrp.co.uk
Website: www.whg.uk.com

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English

For interpretation, translation, large print, Braille or audio formats, ask an English speaking friend to help you contact your local housing office.

Bengali

ভাষান্তর, অনুবাদ, বড় হরফ, ব্রেল কিংবা অডিও ফরম্যাটের জন্য, ইংরেজী বলতে পারেন আপনার এমন কোন বন্ধুকে আপনার স্থানীয় হাউজিং অফিসের সাথে যোগাযোগ করার জন্য সাহায্য করতে বলুন।

Punjabi

ਵਿਅਖਿਆ, ਅਨੁਵਾਦ, ਵੱਡੇ ਪਿੰਟ, ਬ੍ਰੈਲ ਜਾਂ ਆਡੀਓ ਫਾਰਮੈਟਾਂ ਲਈ, ਅੰਗ੍ਰੇਜੀ ਬੋਲਣ ਵਾਲੇ ਕਿਸੇ ਦੋਸਤ ਨੂੰ ਕਹੋ ਕਿ ਉਹ ਤੁਹਾਡੀ ਸਥਾਨਕ ਹਾਊਸਿੰਗ ਟ੍ਰਸਟ ਨਾਲ ਸੰਪਰਕ ਕਰਨ ਵਿਚ ਤੁਹਾਡੀ ਮਦਦ ਕਰੇ।

Gujarati

અર્થઘટન, ભાષાંતર, મોટી પ્રિન્ટ, બ્રેઇલ અથવા ઓડિયો ફોર્મેટ માટે, તમારા ઈંગ્લીશ બોલતા મિત્રને તમારા સ્થાનિક હાઉસિંગ ટ્રસ્ટનો સંપર્ક કરવા માટે કહો.

Hindi

भाषांतरण, अनुवाद, बड़े प्रिंट, ब्रेल अथवा ऑडियो फार्मेटों के लिए, अंग्रेजी बोलने वाले किसी दोस्त से कहें कि वह आपकी स्थानीय हाउसिंग ट्रस्ट से सम्पर्क करने में आपकी मदद करे।

Urdu

اُتْریش، ترجمہ، بڑے چھاپے، بریل یا آڈیو فارمیٹ کے لیے انگریزی بولنے والے کسی دوست سے دریافت کریں کہ وہ آپ کے مقامی ہاؤسنگ ٹرسٹ سے رابطہ کرنے میں آپ کی مدد کرے۔

French

Pour toute demande d'interprétariat, de traduction, de document en gros caractères, en braille ou en format audio ; veuillez demander à une de vos relations parlant anglais de contacter le bureau local de l'association de gestion de votre logement.

Turkish

Sözlü ya da yazılı tercümesini, ya da büyük puntuyla, körler alfabesiyle ya da sesli kayıt halinde edinmek için İngilizce bilen bir tanıdığınızdan bölgenizdeki konut vakfıyla temas kurmanıza yardımcı olmasını isteyin.



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