



Compensation for improvement

TENANTS

Home improvements

If you want to carry out any improvements or alterations to your home, you must get our permission in writing before you start any work. Contact your housing officer, who will advise you of the information we need to assess your application. You may also need other approval, such as planning permission from the council.

Compensation for improvements

If you have received our permission to carry out an improvement, you may be able to claim compensation when you leave your property. The improvement must have remaining "notional life", (how much it has deteriorated). Any rent or other money owed to NHG will be deducted from the payment.

How to apply

You may apply for compensation when you plan to move out of your home. Please submit your claim in writing to your housing officer, within 4 weeks of providing us with notice and two weeks after moving out.

Qualifying improvements

To qualify for compensation, we must be satisfied that the improvement is needed in the property or benefits the property. Compensation will be paid subject to any reduction in the "notional life" of the improvement.

The types of improvement that will qualify for compensation include:

| Improvement | Notional Life (Years) |
|---|-----------------------|
| Bath or shower | 12 |
| Wash-hand basin | 12 |
| Toilet | 12 |
| Kitchen sink | 10 |
| Storage cupboards in bathroom or kitchen | 10 |
| Work surfaces for food preparation | 10 |
| Space or water heating | 12 |
| Thermostatic radiator valves | 7 |
| Insulation of pipes, water tank or cylinder | 10 |
| Loft insulation | 20 |
| Cavity wall insulation | 20 |
| Double glazing or other external window replacement or secondary glazing | 20 |
| Rewiring or the provision of power or lighting or other electrical fittings (including smoke detectors) | 15 |
| Any object which improves the security of the dwelling house, but excluding burglar alarms | 10 |

Calculating the amount of compensation

Compensation will be calculated according to the following formula:

$$Cx(1-Y/N)$$

Where:

C: the cost of the improvement (excluding any grant paid)

Y: the number of complete years since the improvement

N: the notional life of the improvement

(with part of a year being rounded up to a complete year), ending the date your tenancy ends.

An amount may be deducted if:

- the quality of the improvement exceeds our own standards
- the cost of the improvement was excessive
- the improvement has deteriorated at a greater rate than provided for in the notional life of the improvement