



Home Improvement Application Form



Are you thinking about making changes to your home?
Perhaps installing a new kitchen, additional lighting, or putting up a shed?

If you want to make any changes to your home, then you must have CCHA's written permission. Section 7.6 of [our repairs policy](#) provides our policy guidance on home alterations and improvements.

This is so we can check that any proposed alterations are safe, do not reduce the size of your living accommodation, create a health and safety hazard, or significantly increase our maintenance costs.

Before we can consent to any alterations, you must complete this application form, providing full details of your proposed improvements/alterations.

Upon receipt of your application, we will check whether your home is suitable for the improvement and your tenancy agreement permits these types of work. We may need to contact you to ask for more information or to visit your property and set some conditions that you must meet before we formally consent to the alterations. We aim to respond to your application within 28 working days.

You must not begin any work without CCHA's written permission, or you risk breaching your tenancy agreement.



Part 1: Terms and Conditions

To ensure that works are carried out safely, we have some basic conditions that must be met. Before completing this application, please read through the following conditions carefully and sign when prompted.

Tenancy Information

Before you begin, please check that you meet the following requirements:

- ▶ If your rent account is in arrears we may need to clear these arrears before we consider your request for improvements/alterations.
- ▶ If there are any other outstanding arrears (e.g. former tenancy arrears, court costs or rechargeable repair accounts) we may not be able to consider your request until they are cleared.
- ▶ If there is an outstanding case under investigation for a breach of your tenancy conditions, permission will not be considered for the alteration until it is resolved.
- ▶ We may refuse permission for improvements/alterations if...
 - ▶ You intend to use unsuitable materials for the works;
 - ▶ You do not have the expertise to undertake the works;
 - ▶ You have not obtained building regulations approval (if required);
 - ▶ You have not obtained planning consent (if required);
 - ▶ Your proposed alteration or design creates less living space in your home;
 - ▶ Your proposed alteration reduces your bedroom numbers;
 - ▶ The alterations will make your home unsafe;
 - ▶ The alterations create disadvantages for neighbouring homes;
 - ▶ The alteration makes it more expensive for us to maintain your home;



Improvement Items

The items listed below are those which you must apply for permission. Please be aware that this list is not exhaustive and is intended as a guide only.

- ▶ Additional radiators or storage heaters;
- ▶ Built-in furniture (e.g wardrobes);
- ▶ Decking;
- ▶ Demolition of ladders or any other structures;
- ▶ Driveways and hard standings;
- ▶ Energy efficiency improvements;
- ▶ External painting of the property;
- ▶ Additional electrical sockets;
- ▶ Fencing or wall alterations;
- ▶ Garages, sheds, shelters, and siting greenhouses;
- ▶ Installation of central heating, replacement of fires, installation of fixed gas or electric appliances;
- ▶ Kitchen Replacements;
- ▶ Laminate flooring, vinyl flooring, or ceramic tiled flooring replacements (permission will be rarely given for flats or maisonettes, please detail your individual circumstances for it to be considered);
- ▶ Loft or Cavity Wall insulation;
- ▶ Any modifications to any existing gas, electric, water or solid fuel installations;
- ▶ Parking of any motorised camper van, trailer caravan, trailer, HGV, boat, any additional vehicle or any vehicle not permitted in any clause in your tenancy agreement;
- ▶ Pigeon lofts, aviaries, and kennels;
- ▶ Porch, veranda, conservatory construction;
- ▶ Installation of Satellite dishes, TV, Radio or CB aerials;
- ▶ Security works (e.g. installation of alarms, external lights or CCTV equipment);
- ▶ Shower Installations or bathrooms alterations;
- ▶ Installation of storage for mobility scooters;
- ▶ Windows or door alterations.

Please note that you can internally paint or wallpaper your home at any time and do not need CCHA's consent for this. However, textured wall paint or stipple finishes must not be applied to the walls or ceilings of your property. You must not apply any paint to UPVC manufactured items such as windows, doors, and windowsills. Additionally, you should not paint tiled walls, kitchen units, electrics or boilers.



General Conditions and Guidelines

1. Any trades-person or contractors that you employ must be suitably qualified, accredited and members of the relevant trade organisations. They must hold valid public liability insurance up to the sum of £10 million.
2. You must have relevant statutory permissions. This includes, but not limited to, planning permission and building regulations approval. Where statutory permissions apply, you must provide evidence that you have them before CCHA will consent for you to undertake the works.
3. You must advise us when works are due to commence and the expected end date. If these dates change then you must let us know. We may inspect your property prior to the works commencing, during the works, or after they have been completed to check that they meet the guidelines that we have set.
4. You should inform all of your neighbours who may be affected by the works and take action to minimise inconvenience to them. Where works require the interruption of services to neighbours, such as turning off electricity, arrangements must be made with neighbours to minimise disruption.
5. Works should not be carried out outside of the hours of 8am to 7pm Monday to Friday. Any works arranged outside of these hours must be agreed by CCHA, Cardiff City Council and your neighbours in advance.
6. Communal and estate areas must be protected with fire exit routes and fire doors always being clear from obstruction at all times. At the end of each working day, and after the works are completed, communal areas should be cleared and cleaned.
7. Unless otherwise agreed in writing by CCHA, the total cost of the alterations and related expenses is to be met by you. This includes any additional costs that you may incur if things go wrong and CCHA have to undertake emergency repairs.
8. You are responsible for the meeting the conditions set by CCHA quality of the works and are responsible for any resulting damage that may be caused by your alteration. If CCHA are required to undertake works to bring the improvement up to the required standard or to rectify damage, then we will recharge or charge you up front to meet these costs.



9. If at any time it is identified that the works are in breach of these or other conditions set by CCHA, then we reserve the right to stop all works immediately.

10. If you are undertaking electrical work, or building regulations apply, then you must arrange for the works to be approved by a Building Control Body or a Competent Person. Once the work has been approved you must submit a copy of the certificate of compliance to CCHA.

11. You will be responsible for the future maintenance of your alteration. If you leave them behind at the end of your tenancy, they will become CCHA's property. If you chose to take them with you, you must put the property back to the way it was before you made the improvements. If not we will recharge you the cost of any reinstatement work.

I understand and consent, with no exception, to abide by CCHA's terms and conditions at all times.

Name of Tenant(s): _____

Signed: _____

Date: _____



Part 2: Application Details

Section A: Your Tenancy Details

Name of Tenant(s):	
Address:	
Post Code:	
Telephone Number:	
Email:	
Tenancy Reference Number:	

Section B: Improvement Details

So that we can fully understand what work you would like to carry out, please provide a detailed description below.

<p>Description of Proposed Works:</p> <p><i>(Please include details concerning how you propose to do the work, and what materials will be used. Where possible, please provide any supporting plans/drawings/photographs/any other documentation.)</i></p>	
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<p>What is the expected duration?</p> <p>Start date:</p> <p>End date:</p>	
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<p>If applicable, will this work affect any of the communal areas?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>If yes, please provide details of the location and how the work will affect communal areas:</p>	
<p>Are your neighbours likely to be affected by these works?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>Is planning permission required?</p> <p><i>You must contact the planning department to check. If your answer is 'No,' please provide written confirmation from the planning department that planning permission is not required.</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>If yes, please provide the planning permission reference number:</p> <p><i>You will need to have applied for planning permission prior to submitting this application form</i></p>	
<p>Is building controls approval required?</p> <p><i>You must contact buildings control to check. If your answer is 'No,' please provide written confirmation from the buildings control department that approval of plans is not required.</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No



If yes, please provide the buildings control reference number:

You will need to have obtained buildings control full plan approval prior to submitting this application form

Do the works require asbestos removal or affect/be undertaken close to asbestos containing materials?

You should provide copies of the Asbestos Refurbishment Survey. If removal works are needed, you must provide full details of the competent person who will carry out the works and an action plan.

Yes

No



Depending on the works that you are requesting we may need additional information in order to assess your request. If you are able to provide this information as part of your initial application, then this may speed up the assessment process:

- ▶ Drawings of the existing layout and your proposed layout
- ▶ A schedule of works
- ▶ Material Specification
- ▶ An occupational therapist's assessment report

If plans or drawings have not been provided, please use the area below to insert a sketch of the layout, with approximate measurements and your intentions. (You can sketch the plans on a separate sheet of paper, take a picture using your Smart Phone, and insert the photograph below.)



Section C: Tradesperson/Contractor Details

Please provide the details of the tradesperson or contractor who you would like to undertake the works.

Name of Tradesperson:	
Address:	
Estimated cost of works:	
Does the competent person have Public and Employers Liability Insurance?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Please include the value of the insurance:	
If work will involve the use of/interference with/ modification to the gas supply, is the competent person a Gas Safe registered engineer?	<input type="checkbox"/> Yes <input type="checkbox"/> No Registration Number:
If work will involve the use of/interference with/ modification to a solid fuel installation, does the individual have a HETAS registration number?	<input type="checkbox"/> Yes <input type="checkbox"/> No Registration Number:
If work will involve the use of/interference with/ modification to the electricity supply, is the individual a registered NICEIC, NAPIT, or ECA installer?	<input type="checkbox"/> Yes <input type="checkbox"/> No Registration Number:



<p>If work will involve the use of/interference with/ modification to the window and door installations, does the individual have a FENSA registration number?</p>	<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>Registration Number:</p>
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<p>Please include details of the waste management arrangements for the project and how waste will be consigned:</p>	
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Section D: Declaration

By signing this form, you confirm that:

- ▶ You agree to CCHA using the information you have given for assessing your application and managing your tenancy. The information will be held and processed by CCHA in accordance with the Data Protection Act 2018 and any other relevant legislation.
- ▶ The information given in this application is correct to the best of your knowledge and you understand that your application will be cancelled, and further action may be taken if any false declaration has been made.
- ▶ You will inform CCHA if there are any changes in circumstances that affect the information given in this application.

Name: _____

Signed: _____

Date: _____



Once you have completed this application, there are a number of options to return to us.

By post, please address to:

Head of Assets and Decarbonisation
CCHA
Tolven Court
Dowlais Road
Cardiff
CF24 5LQ

By email:

repairs@ccha.org.uk and write "*FAO: Head of Assets and Decarbonisation*" in the subject line

Online: www.ccha.org.uk/contact-us and use the online submission form.

The Asset Management Team will consider your alteration request and notify you in writing of our decision. Alternatively, we may decide to arrange a convenient time and date with you to discuss your proposals further. This is dependent on the nature of the work and the health and safety risks posed as part of the alteration. We may also ask for more to help assess your application.

Please do not start work before we inform you of our decision in writing. Starting work before consent is provided will be considered a breach of tenancy and could affect your tenancy.

If you have any problems completing this form, please contact our customer service team on 029 2046 8490 or chat to us online via our website, for advice.



**Together
we do.**