

Unauthorised Tenant Alterations

<p>Objective/Aim: To investigate reports of alterations carried out by tenants' to their properties that have not been given prior approval by Housing Services.</p>		<p>Important things to explain to the customer:</p> <ul style="list-style-type: none"> • Tenants have a legal right to make improvements to their properties • Tenants must have permission before they carry out any work • If work is not carried out to a required standard we will tell the tenant to re-instate the property to its original condition or make changes to the alteration. We can carry out the work and re-charge the tenant if they have failed to do this • We will assess any unauthorised work to see whether we can give retrospective permission for the alteration.
<p>Applies to:</p> <ul style="list-style-type: none"> • Secure tenants • Introductory tenants • Demoted tenants • HomeCome tenants • Leaseholders 	<p>Information needed to process enquiry:</p> <ul style="list-style-type: none"> • Name and address • Details of the unauthorised alteration that has taken place • When the alteration took place • Whether it is known if permission was requested 	<p>Forms:</p> <p>Information sheets:</p> <p>Next steps:</p> <ul style="list-style-type: none"> • Make an appointment for the Estate Management Officer to visit the property where the unauthorised alteration has taken place.
<p>More information:</p> <ul style="list-style-type: none"> • There are a wide range of alterations that could take place by the tenant to their home. Some of these include refurbishing kitchens, knocking down walls, putting in new doors, extensions, putting up sheds, satellite dishes or garages. • It is a legal right for tenants to carry out improvements to their property as long as permission is given. • Before alterations are carried out to properties the tenant must have approval to carry out the work from Housing Services. • After the alteration is carried out work must be inspected to ensure the work is of a reasonable standard. • If the tenant has undertaken an alteration to a property without seeking permission, or this has previously been refused, the Estate Management Officer will undertake an investigation to establish whether it is acceptable and whether retrospect permission can be given. • Where necessary the Estate Management Officer will arrange for a Technician to visit to assess whether the alteration is to an acceptable standard. • If the alteration is not acceptable the tenant will be required to remove or adapt the alteration to meet the required standard. • Unauthorised work not removed or altered as requested by the Estate Management Officer will be completed by Leicester City Council and the cost will be re-charged to the tenant. • Unauthorised alterations are normally identified by Estate Management Officers when they carry out visits to tenants properties relating to another issue, however, these can also be reported by neighbours who feel the alteration is affecting their life. • Leaseholders considering carrying out any alterations to the structure of their home will need to obtain consent from Leicester City Council even if a planning or building regulation application has been made or approved. Structural alterations include: <ul style="list-style-type: none"> ○ Load bearing walls 		

- Outhouses and sheds
- Windows or doors