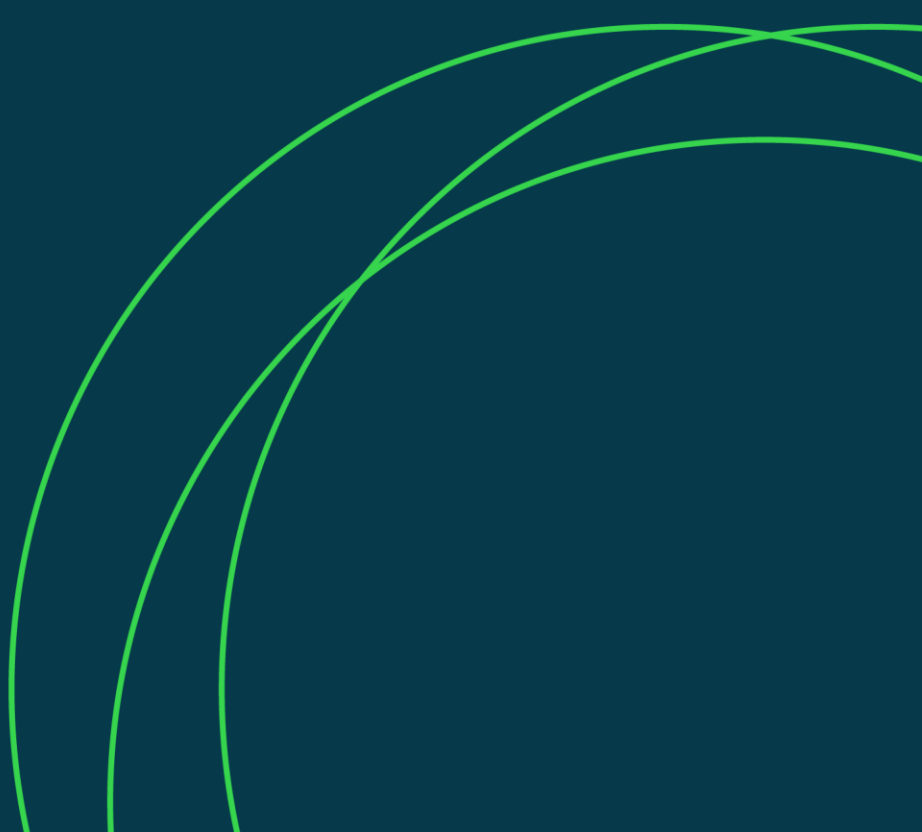




Sparrow
Shared Ownership

Home Improvements Policy

CODE: AMH 4.0
VERSION: 1.0
CREATED: November 2024
REVIEW: November 2026
AUTHOR(S): Homeowner Services Manager



Home Improvements Policy

1. Our policy statement

- 1.1. Sparrow Shared Ownership Limited (Sparrow) understands that when you have just moved into your home, you may want to give your home a personal touch by putting your own stamp on things. Or maybe you have lived in your home for a few years and feel like a change.
- 1.2. We will do this by transparent, fair, and efficient management of home improvements requests to balance the needs of our individual residents and the impact on the property.
- 1.3. If you wish to make any changes or alterations to your property (other than internal decorations) you must first apply in writing to us for permission.
- 1.4. We will normally permit non-structural improvements to be made and will not unreasonably refuse permission but have a responsibility to make sure that what you are planning to do will not:
 - put the building at risk of damage during or after the works have been carried out
 - comprise fire safety, this includes screwing camera doorbells into fire doors, frames and walls
 - have any health and safety implications or contravene any statutory or legal requirements eg removing window restrictors
 - cause a nuisance to other residents in the building eg replacing carpets with hard flooring
 - reduce the re-sale value of the property or other nearby properties or increase any maintenance costs to Sparrow
- 1.5. Failure to gain consent from us for any alterations or improvements is a breach of the lease agreement.
- 1.6. We reserve the right to require customers to put right any changes made without permission to meet Sparrow's standards. If the customer does not comply, Sparrow can take legal action such as obtaining a court order to fix the changes or make the customer pay money for any costs incurred.
- 1.7. We will not withhold unreasonable consent for an improvement or alteration to take place, but should an application be refused because of not following this policy, the homeowner has the right for the decision to be reviewed.
- 1.8. Sparrow will give consent for an improvement in line with the specific lease agreement.
- 1.9. Sparrow will ask for evidence the work is being carried out by a qualified professional for certain alterations. This include electrical, plumbing and gas alterations. required.

- 1.10 Sparrow will charge a fair and reasonable administration fee proportionate to the work required by Sparrow in order to provide consent.
- 1.11 Sparrow may grant conditional consent requiring the customer to take further actions. This could be for them to obtain further third-party consents or to check planning conditions. Sparrow will ask customers to confirm they will adhere to these conditions and accept full responsibility for any consequences of them not doing so.
- 1.12 This policy has been developed in line with the following acts and standards:
 - Home Standard
 - Tenant Involvement and Empowerment Standard
 - Value for Money Standard
 - Care Act 2014
 - Regulatory framework for social housing in England from 2012
 - Delivering Housing Adaptations for Disabled People: A Good Practice Guide (2006)
 - Housing Grants Construction and Regeneration Act 1996.

2. Scope of this policy

- 2.1. This policy covers the situation where a Sparrow customer wishes to make an alteration or improvement to their property. The requested alteration will be arranged by the customer and carried out at their own expense.
- 2.2. This policy applies to all homes managed by Sparrow Homes or anyone acting on our behalf.
- 2.3. This policy applies to all Sparrow's customers including shared owners and leaseholders.

3. Equality and diversity

- 3.1. Sparrow is committed to make sure all services are accessible to all our residents. Our staff will be trained to communicate appropriately with you, and they have the relevant information and access to translation services to make sure they fully understand our you.
- 3.2. This policy will be applied in a way which makes sure we treat all customers with fairness and respect. We recognise our duty to advance equality of opportunity and prevent discrimination or victimisation on the grounds of age, sex, sexual orientation, disability, race, religion or belief, gender re-assignment, pregnancy and maternity, marriage and civil partnership and any other protected characteristics defined within the Equality Act 2010.
- 3.3. On request we will provide translations of all our documents, policies and procedures in various languages and formats including braille and large print. Our website also has accessibility tools allowing you to personalise each web page to make it easier to read and to download content as audio files.

4. Delivery of the policy

4.1. This policy should be read in conjunction with:

- Repairs Policy
- Accessible Homes Policy
- CCTV and Doorbell Camera Policy.

4.2. The effective delivery of this policy including training, guidance and support required by staff for implementation of this policy will be provided by the Homeowner Services Team.

5. Review of the policy

5.1. We will review this policy at least once every two years to make sure it remains relevant and accurate unless:

- Legislation/regulation or industry changes require otherwise, ensuring that it continues to meet our aims and any good practice developments
- We identify any problems or failures in this policy as a result of customer and stakeholder feedback, complaints, or findings from any independent organisations.

VERSION	CHECKED BY	AMENDMENTS	APPROVED AT/BY	DATE OF APPROVAL	PUBLISHED BY	DATE OF REVIEW
1.0	Homeowner Services Manager	New Policy	Board	Nov 24	Office Management	Nov 26