



Under the Housing (Scotland) Act 2001, you might have the right to claim compensation for improvements made to your home on or after 30 September 2002 if:

- ⇒ The Association has approved your improvement; and
- ⇒ Your tenancy has ended,

You can only get compensation for certain kinds of improvements, for example double glazing, loft insulation, rewiring or heating. The law tells the Association how to work out the amount of compensation to be paid. If you claim compensation, we will ask for proof of the cost of the work and any relevant completion certificates.

If you were a secure tenant and carried out improvements to your home before September 2002, you may be entitled to compensation under the Housing (Scotland) Act 1087, if the improvements were approved and they would materially add to the value of your property. This is entirely at the discretion of the Association.

Leaflets from the Scottish Executive explaining how the scheme works are available from the Association.

Please contact the maintenance department for further details.

101 High Street  
Fort William  
PH33 6DG  
Telephone: 01397 702530

Useful Contacts

**My Home:**

Your online tenant portal:  
<https://myhome.lochaberhousing.org.uk>

**Allpay rent payment line:**

You can pay by debit card over the  
Telephone: 0844 557 8321

**Allpay internet rent payments:**

To pay by debit card over the internet  
[www.allpayments.net](http://www.allpayments.net)

**Housing Benefit, Council Tax Benefit and Council Tax enquiries:**

Freephone: 0800 393811

**Lochaber Citizens Advice Bureau:**

Dudley Road, Fort William  
PH33 6JB

Telephone: 01397 705311  
Freephone: 0808 800 4444

# Carrying out improvements to your Home

## Do I need permission?

## Who do I contact?



**✓ Your Voice approved**

## Can I carry out improvements to my home?

If you want to carry out improvements to your home, you must get written permission from the Association, and the work must be carried out to the guidelines and standard required by the Association.

## What do I have to do before I start work?

You need our permission before you start any work.

You should write to: Asset Management Manager

Lochaber Housing Association, 101 High Street,  
Fort William, PH33 6DG

We will normally let you know within 2 weeks if you can go ahead with the work.

## You must:

- ⇒ Get building and planning permission where necessary
- ⇒ Follow the written guidelines given by the Technical Officer
- ⇒ Make good any damage to your own or your neighbour's home, and you will be responsible for the maintenance, repair and renewal of the improvement
- ⇒ Inform the Technical Officer when the work is completed so that he can inspect it
- ⇒ Leave the fittings in good order when you move or replace the original fixture or fitting.
- ⇒ If the work does not meet the required standard, or you cause damage to your property, you will be recharged for work we have to carry out.

What kind of improvements do I have to seek permission for?

A few examples are:

- ⇒ Decorating the outside of your home
- ⇒ Fitting windows
- ⇒ Putting in extra electric sockets
- ⇒ Installing more room heaters



- ⇒ Building a shed or greenhouse
- ⇒ Fitting a shower or new bathroom suite
- ⇒ Fitting a new kitchen or replacing existing kitchen units
- ⇒ Building a fireplace
- ⇒ Putting up a satellite dish

This is not an exhaustive list and you **must** contact the Technical Officer if you are considering carrying out an improvement to your home.

## What happens if you refuse permission?

Permission to improve your home will not be refused without good reason, and only in cases where, for example it could affect the safety of your house, or involve us in extra expense. If we refuse permission, we will write to you and explain why permission has been refused, and you can write to us to appeal that decision.

If we are taking legal action against your tenancy, then permission for improvements may not be given. Please ask your Housing Officer for further advice.



**If you leave your property you may be required to re-instate the property to its original condition.**