



DECORATION ALLOWANCE POLICY

1.0 INTRODUCTION

- 1.1 This policy details when Almond Housing Association Limited (AHA Ltd.) will approve an allowance to a tenant, to assist with the internal decoration of their property.
- 1.2 The allowance will be in the form of vouchers which can only be used for purchasing decoration materials. The allowance will be made up of set amounts for each room or area and will be paid in full before decoration work starts.
- 1.3 This policy is supported by detailed procedures covering:
 - allowances to new tenants under the Voids Properties policy (Section 3 below);
 - payments as a result of major works or non-routine repairs (Section 4 below);

2.0 RESPONSIBILITIES

2.1 Board of Management

- To ensure that there is in place a policy on decoration allowances that complies with current good practice.
- To monitor compliance with the policy.

2.2 Management

- Heads of Housing and Asset Management: To ensure that the policy is communicated to relevant employees and applied consistently.

2.3 Employees

- To ensure they have read and understood the policy and to comply with it.

3.0 VOID PROPERTIES

- 3.1 While internal decoration is the tenant's responsibility, AJHA Ltd. is also responsible for providing incoming tenants with an acceptable standard of property. We will therefore consider the granting of a decoration allowance as a contribution towards achieving our current letting standards for minor decoration.
- 3.2 The aim of a decoration allowance is to minimise any delays in re-letting, minimise any resulting rent loss and increase the lettable of the property.
- 3.3 For details of the arrangements for offering an allowance and how payments are monitored, see the procedure entitled: Decoration Allowance – Void Properties.

4.0 MAJOR WORKS & NON-ROUTINE REPAIRS

- 4.1 Occasionally an emergency repair or other urgent 'one-off' type of work has to be carried out which damages or disturbs the tenant's decoration. Examples are the discovery of asbestos which has to be removed as quickly as possible or the urgent replacement of a heating system boiler.
- 4.2 Where this occurs AHA Ltd. will make a contribution towards the costs of reinstating the internal decoration to a reasonable standard.
- 4.3 Where AHA Ltd. decides to make a contribution, the amount will be the current voids allowance for each room or area affected, plus an amount to cover disturbance to reflect the fact that the tenant is having to redecorate as a result of unplanned work that we have carried out.
- 4.4 For further details see the Planned & Cyclical Maintenance procedure.

Arrears of rent

- 4.5 Where a tenant has rent arrears greater than 1 month's rent and either no satisfactory arrangement to pay the arrears has been made, or an agreed arrangement is not being maintained, any decoration allowance awarded under this heading will be offset against the arrears.

Tenant incapable of redecorating

- 4.6 Where a tenant is not able to carry out the redecoration, either because of a medical condition or due to age, and there is no other able-bodied member of the household or no other assistance available to the tenant, AHA Ltd. will offer to arrange for the redecoration to be carried out to our standards by an external agency.

5.0 IMPLEMENTATION AND REVIEW

- 5.1 The Heads of Housing and Asset Management are jointly responsible for ensuring that this policy is implemented by relevant employees.
- 5.2 The Head of Housing Management will ensure that this policy is reviewed by the Senior Management Team of Management at least every five years.

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