

Title: Decoration Allowance

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Service area applies to: Operations

Risk: Low

Approved by: Operations Committee

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1.	Purpose
	Decorating the internal parts of St Vincent's Housing Association properties is essentially the tenant's responsibility. However there are circumstances when the Association will offer assistance to tenants towards the cost of decorating the property. (This excludes communal areas in flats and sheltered schemes as this is covered by the service charges).
2.	References
	Void process
3.	Key Objectives
	To ensure staff are able to award appropriate decoration allowance. To ensure properties are kept to a decent standard.
4.	Customer Involvement
	Customer's panel and board members have been consulted on the decoration amount.
5.	Monitoring against the Customer Top 10
	Getting the basic right Improvements to homes. Good communication
6.	Risk
	Low
7.	The Process
	<u>Void Properties</u>
7.1	Where a void property is in a poor decorative state it is the Associations policy to help bring the property up to a reasonable standard of decoration.
7.2	Mono Services will carry out the void inspection and schedule if any decoration needs carrying out. Pictures of the properties are sent to the Maintenance Surveyor for approval.
7.3	The Maintenance Surveyor will then either agree on Mono carrying out any decoration works or if a decorating allowance would be more appropriate.
7.4	Offer the new tenant full or part decorating allowance in the form of B & Q Vouchers for any rooms with poor decoration.

	<p>Arrange for the contractor to carry out the decoration during the void work for those rooms with poor decoration.</p>
7.5	<p>Use a combination of the above two options.</p>
7.6	<p>When deciding which option to use the Maintenance Surveyor should liaise with the Letting/Lettings Officer to take into consideration the lettability of the property. Making sure that any reduction of costs does not make the property more difficult to let.</p>
	<p><u>PROCEDURE</u></p>
	<p><u>Decorating Vouchers</u></p>
7.7	<p>If decoration vouchers are going to be offered to new tenants a maximum amount has been set for each room (see appendix 1). The Lettings Officers can provide full or half rate per room for flexibility. If the Lettings Officer feels that in particular cases the allowance should be more than the maximum amount set out this should be discussed and authorised by the Lettings Manager.</p>
7.8	<p>The Lettings Officer completes the Decorating Voucher request form (appendix 2) and obtain authorisation before passing to Finance Section to issue vouchers.</p>
7.9	<p>Preferably vouchers should be ready to give to new tenants at sign up stage. So Lettings Officers should ensure request forms are sent to Finance well in advance wherever possible</p>
7.10	<p>The decorating vouchers form must be signed by the tenant to acknowledge receipt of the vouchers. A copy of this is then placed on the tenancy file and the original returned to Finance for their records.</p>
7.11	<p>The Lettings Officer must carry out an inspection of the property during the first month of the tenancy to ensure that decoration has either been fully or part completed. This can be done in conjunction with the normal New Tenancy visit carried out by the Lettings Officer within the first month of a Tenancy.</p>
7.12	<p>If the decoration is not completed a further visit must be arranged to ensure the decoration is carried out satisfactorily.</p>
	<p><u>Decoration by Contractors</u></p>
7.13	<p>If it is decided the decoration is in such a poor state that the work should be carried out by the Association's contractors. The Maintenance Surveyor should ensure the work is ordered and carried out during the void period.</p>
7.14	<p>The Maintenance Surveyor should email a copy of the Schedule to the Lettings Manager stating what decorating will be done and approved before carrying out the work.</p>
	<p><u>Decoration to Tenanted Properties Following Repairs</u></p>
7.15	<p>The Association has an obligation to reinstate decoration where damage has been caused as a result of repairs or other works carried out by the Association, for</p>

	<p>example damp works or replacement of central heating. In these cases a decoration allowance can be granted to the tenant or the works can be carried out by the Associations contractor.</p>
7.16	<p>It should be decided by the Maintenance Surveyor and the Lettings Officer which would be appropriate in each case. Then carry out the request for decoration vouchers as above seeking authorisation from the Lettings Manager.</p>
	<p><u>Transfers</u></p>
7.17	<p>If a tenant is being given a transfer it is expected that the property which they are vacating is left clean and in a reasonable decorative state in accordance with the tenancy obligations. The Association should be able to relet the property without having to redecorate or offering the new tenant a decorating allowance.</p>
7.18	<p>When the Lettings Officer visits the property as part of the pre-transfer visit. If any decoration is needed to bring it up to a reasonable standard this should be put in writing to the tenant with timescales to complete it. They should also be informed that until the required decoration is carried out they will not be granted a transfer.</p>
	<p><u>Mutual Exchanges, Assignments and Successions</u></p>
7.19	<p>No decoration allowance should be granted to tenants who have carried out a Mutual exchange or have been assigned or succeeded the tenancy.</p>

8.	Appendices																				
8.1	<p data-bbox="300 241 485 282">Appendix 1</p> <p data-bbox="300 353 938 394"><u>DECORATION ALLOWANCES – per room</u></p> <table border="1" data-bbox="300 499 1394 1227"> <thead> <tr> <th data-bbox="300 499 1155 573">Room</th> <th data-bbox="1155 499 1394 573">Amount</th> </tr> </thead> <tbody> <tr> <td data-bbox="300 573 1155 678">Large living room or Through living room/dining room or kitchen diner</td> <td data-bbox="1155 573 1394 678">£60.00</td> </tr> <tr> <td data-bbox="300 678 1155 745">Standard Living Room or Dining Room</td> <td data-bbox="1155 678 1394 745">£45.00</td> </tr> <tr> <td data-bbox="300 745 1155 813">Kitchen</td> <td data-bbox="1155 745 1394 813">£30.00</td> </tr> <tr> <td data-bbox="300 813 1155 880">Halls, Stairs & Landing in a house or maisonette</td> <td data-bbox="1155 813 1394 880">£75.00</td> </tr> <tr> <td data-bbox="300 880 1155 947">Hall in a flat</td> <td data-bbox="1155 880 1394 947">£25.00</td> </tr> <tr> <td data-bbox="300 947 1155 1014">Bedroom</td> <td data-bbox="1155 947 1394 1014">£45.00</td> </tr> <tr> <td data-bbox="300 1014 1155 1081">Bathroom</td> <td data-bbox="1155 1014 1394 1081">£30.00</td> </tr> <tr> <td data-bbox="300 1081 1155 1149">Separate WC</td> <td data-bbox="1155 1081 1394 1149">£20.00</td> </tr> <tr> <td data-bbox="300 1149 1155 1216">Utility room</td> <td data-bbox="1155 1149 1394 1216">£20.00</td> </tr> </tbody> </table>	Room	Amount	Large living room or Through living room/dining room or kitchen diner	£60.00	Standard Living Room or Dining Room	£45.00	Kitchen	£30.00	Halls, Stairs & Landing in a house or maisonette	£75.00	Hall in a flat	£25.00	Bedroom	£45.00	Bathroom	£30.00	Separate WC	£20.00	Utility room	£20.00
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