



Women's
Pioneer Housing
Est 1920

TENANT IMPROVEMENTS



TENANT INFORMATION GUIDE

Tenant Improvements

What improvements can you make?

We aim to give you as much freedom as possible when improving your home. But you must get written permission before making any changes.

We need to ensure your property remains safe so WPH will only allow you to make certain types of improvements. You must always seek permission from us and any relevant regulatory authorities before starting any work. It's particularly important you don't do anything that means extra costs for us or your neighbours. It is also important that when you make any improvements you do not disturb your neighbours, or interfere with their safety or access to their home or communal areas.

If you carry out improvements without our permission, we may ask you to remove them and reinstate the property to its original state.

What improvements do we not allow?

Here's a list of improvements we don't allow tenants to make to their homes:

- Layout change (movement or addition of partition walls).
- Change of use of rooms, such as relocating the kitchen or bathroom to a different room.
- Adding extensions, such as conservatories or lean-to structures.
- Installing cat or dog flaps as this can affect the fire safety of a door.
- Replacing external doors or complete window sets (frame and glazing).
- Installing security bars on windows or doors as this can restrict fire escapes.
- Removing chimney breasts and any other structural works.
- Improvements to the communal or shared areas, including gardens and outside spaces,



Tenant Improvements

Flooring Improvements

We won't normally give permission for you to install laminate flooring due to concerns about noise. But we will consider applications if all the following conditions are met:

- You live in a house and none of the rooms are situated above residential space or a bedroom belonging to someone else, or you live on the lowest floor of a block.
- You live on the ground/basement floor and your flat has concrete flooring.
- You agree to put sound insulation pads underneath the laminate. (We recommend acoustical sound insulation which is widely available throughout the UK.)
- You agree that we won't accept any liability for damage if we need to remove the flooring to fulfil our repair obligations.
- You agree to remove the laminate flooring entirely when you leave the property.
- You have a medical condition, and your medical advisor has confirmed that laminate flooring will support your condition.

You will be asked to demonstrate how you will prevent noise nuisance if we approve laminate flooring



Tenant Improvements

How can you request improvements?



If you would like to improve your home, please write to our customer services team setting out the following:

- The work you would like to carry out
- Who will be carrying out the work including their qualifications
- Evidence of any approvals from the regulatory authority (if required)
- Why you want to carry out this work.
- Current photograph and any drawings of what the improvement will look like

Your information will be recorded on your file and a surveyor will visit you to discuss your application.

We aim to let you know the outcome of your request within 28 days of receiving all the relevant information.

For more information see our Tenant Improvement Policy.

