



North West  
Leicestershire  
District Council

# Tenants guide to permissions and property alterations

# TENANTS GUIDE TO PERMISSIONS AND PROPERTY ALTERATIONS

If you are a secured tenant you may need to ask permission to do certain things or to carry out some alterations to your home at your own expense. However you must have written consent from the council before you start work. This guide has been prepared to provide you information regarding the permission and property alterations process, including those alterations that we will not accept.

We have a three tier process for authorising improvements as some require a lot more detail and involve a number of council departments such as planning and building control.

For all permissions and property alterations we have a set of 'standard conditions' that all requests must meet and it is the tenant's responsibility to ensure that these are met.

## TIER ONE

This process is used when you require permission from your housing officer to do things that we do not consider as property alterations. The list below identifies what comes under this tier. You will need to submit a Tier One Form to [housing.mgt@nwleicestershire.gov.uk](mailto:housing.mgt@nwleicestershire.gov.uk) or write to your Housing Officer with the details.

- **Pets**
- **Lodgers**
- **Removal of trees**
- **Replacement of existing grass area.**

## TIER TWO

This process is used for small property alterations that don't require planning permission or building control, and / or electric and gas certification. The list below identifies which elements come under this tier. You will need to submit a Tier Two Form along with photos and plans / drawings (which can be hand drawn) and send it to the repairs department. See contact details at the back of this guide.

- **Erecting a greenhouse / shed**
- **Erecting fencing**
- **Floor tiling**
- **Installing CCTV**
- **Replacing internal doors**
- **Shelving**
- **Wall tiling (if not part of a new bathroom or kitchen)**
- **Water / electric meter**
- **Removing skirting, architrave and door frames.**

# TIER THREE

This process is used for all property alterations that require any planning permission, building control and / or electric and gas certification.

The list below identifies what comes under this tier. You will need to submit a Tier Three Form along with supporting documentation and plans and send it to the repairs department. The list is not exhaustive but covers the most common requests we receive. See contact details at the back of this guide.

- Conservatories
- Extensions
- Removal/alteration of internal walls
- Driveway/ hardstanding
- Garages
- External doors and windows
- New bathroom
- New kitchen
- Electrical works
- Gas works
- Plumbing works
- Caravan storage.

## **Standard conditions for granting property alteration permissions.**

- You have an up to date rent account
- You have no other breaches of tenancy conditions – permission may be withheld until they are resolved
- You must not start any work until you have written permission to go ahead with the property alterations
- If the permission is granted, you able to have the work done
- The improvement is completed at your own cost
- You will be responsible for all future repairs and maintenance to any improvements you make to your home
- The improvement must be carried out by a competent person, in a safe manner and to acceptable standard
- A qualified electrical installer, whose work is certified under a registration scheme, such as NICEIC, must carry out any electrical work in accordance with the current regulations
- You must supply an Electrical Installation Certificate upon completion of the installation. Also, Building Regulation Compliance certificate if applicable
- All gas work must be completed by a Gas Safe registered engineer
- All work to be undertaken using new or good quality recycled materials
- Care must be taken to avoid damage to the structure of the property and any damage will be the responsibility of the tenant

- Improvements must comply with any building or planning regulations and / or party wall notices. Approvals are to be obtained by the tenant and you must provide us with a copies of the documentation as part of the permissions process
- Improvement work must not exceed that which had been agreed, if you wish to expand the work further please apply for further permission
- You must be aware of possible asbestos content on ceilings, walls and tiles, we will provide you with a copy of our asbestos report. If asbestos removal is required due to poor condition, it will be the council's responsibility to remove the asbestos. If part of the works requires asbestos removal, we will arrange for this to be completed by our approved Abestos contractor. Depending on the improvement you are wanting to make the cost of removal may be covered by the Council. If the cost is not going to be covered by the Council, you will be informed as part of the permissions process
- If you cause damage to the property as a result of the improvement, you will need to put it right. If you don't, and the council has to put it right, you will be recharged inline with the Rechargeable Works Policy
- Should you vacate the property in the future some of the improvement may need to be removed and made good, or by agreement with the council we may allow it to remain if it is in good condition, otherwise you may be recharged
- If your contractor will need access across a neighbour's property, you must get your neighbour's written permission and supply us with a copy. If it causes a neighbour nuisance, we may ask you to adjust it, move it or remove it
- Comply with any conditions attached to our permission to carry out the improvement
- Work that generates noise whilst completing the improvement should be kept between the hours of 8am and 6pm
- Once work is complete you must notify us to enable the work to be signed off by us. We will require all certification that is applicable to your work.

All of these points need to be met as part of the permission granting process.

## PERMISSIONS THAT THE COUNCIL WILL NOT GRANT

- Fish ponds
- Hard standing that takes up more than 20 percent of the garden footprint. This including dry lay paving slabs
- Cavity wall insulation
- Textured walls
- Lean to's
- Radio aerials
- Wood burners and coal fires
- Removal of hedges
- Any alterations to the loft space including boarding
- Laminate flooring in flats
- Extensions due to over occupancy
- Alterations to communal areas
- Decking that adjoins the property or property boundary

- Heating systems, if you believe your heating system needs to be replaced contact the repairs helpdesk who will arrange an inspection
- New alterations during a Right To Buy Application or where we are aware that one maybe pending. Alterations should then be carried out after the property transfer has completed.

## PLANNING PERMISSION AND BUILDING REGULATIONS

What is the difference between planning permission and building regulations?

Planning permission ensures the right thing is built in the right place, whilst building regulations ensure what is built is structurally safe.

If planning and / or building permission is required you will need to make the applications directly and pay any fees for the service.

### PLANNING PERMISSION

Some improvements may need planning permission, like porches, garages, sheds, satellite dishes and even some fencing. There may be extra planning restrictions if you live in a conservation area.

### BUILDING REGULATIONS

If you're planning any building work, you must make sure it meets the minimum standard set out in the Building Regulations. It is your responsibility to establish if planning and / or building permission is required before you start any work.

If you are unsure whether you need planning permission and / or building regulations approval, visit the 'Do you need permission' webpage on the government's planning portal [www.nwleics.gov.uk/view\\_planning\\_applications](http://www.nwleics.gov.uk/view_planning_applications) or see the contact details at the back of this guide.

### PARTY WALL NOTICES

If you want to complete work which may affect any adjoining neighbour, you will need to complete the party wall process.

You are responsible for arranging any appointments directly with the planning or building control departments.

# REASONS WHY WE MIGHT REFUSE YOUR REQUEST

We will not withhold approval without good reason. The list below highlights some of the reason we may refuse your application:

- It may reduce the value of the property
- The alteration may not be suitable for future tenants
- The improvement does not support our policies and future council plans e.g requests to install a log burner would be refused because as a council we are trying to reduce our impact on the environment by removing all solid fuel heating
- We have health and safety concerns about your improvement
- It breaches regulatory requirements
- It will cost the council money in the future
- You are already in breach of your tenancy i.e. rent arrears
- It adversely effects the surrounding area and neighbours.

## ONCE THE WORK IS COMPLETED

Each application tier has a different sign off process. The list below highlights what actions must happen to sign off the works that have been undertaken.

### TIER ONE

For Tier One requests, please email your request to [housing.mgt@nwleicestershire.co.uk](mailto:housing.mgt@nwleicestershire.co.uk)

### TIER TWO

Once the work is completed, please send photographs of the completed work to [repairs@nwleicestershire.gov.uk](mailto:repairs@nwleicestershire.gov.uk).

You need to include a close up photo as well as a wider view which takes in the surrounding area. We will then decide if we can close the case without having to visit your home. If not we will arrange a date and time to post inspect the improvement.

We will also ensure the work has been completed to the required standard and that all conditions set out by the council have been met.

### TIER THREE

Once the work is completed you will need to contact the repairs call centre on 01530 454635 or email [repairs@nwleicestershire.gov.uk](mailto:repairs@nwleicestershire.gov.uk) and arrange a date and time for us to inspect the improvement.

At this meeting you will need to supply all of the certification.

We will also ensure the work has been completed to the required standard and that all conditions set out by the council have been met.

# WHEN YOU LEAVE

Depending on what improvements you have made and what condition the improvement is in when you are leaving, you may be asked to remove the improvement and make good the areas. This will be agreed at your pre-termination appointment. Some improvements will automatically qualify for removing and making good at the end of your tenancy. These include:

- **Garden fishponds**
- **Greenhouses**
- **Sheds which are not in good condition. They must be solid and free from leaks**
- **Decking and make good area underneath unless this is made of a pressed composite plastic**
- **All glazed doors not complying to the British Standard BS 6262: Part 4: 1994 to be replaced as regulations may have changed since you installed the doors.**
- **Non-standard light fittings**
- **Flooring which is not in good condition.**

# RETROSPECTIVE PERMISSIONS

If you have not applied for permission to carry out property alterations you may have to seek retrospective permissions. Any requests will be expected to meet the same standards and conditions as a new request. No allowance is made for the fact that work has already been completed.

If the work involves any changes to the gas or electrical systems including light fitting changes, you will be liable for the cost of the retro safety certificates and an administration fee.

If we do not grant retrospective permission you will have 28 days to remove the work and make good. This can only be extended with the Repairs Manager or the enforcing officer's written permission. If the requests for alterations or removal have not taken place within the agreed timeframe, the council can take appropriate action to resolve you will be liable for the cost of the work plus an administration charge for the time spent resolving the issue.

For details of recharges see the Housing Service Rechargeable Works Policy.

# USEFUL CONTACTS

**North West Leicestershire District Council**  
**Council Offices**  
**Whitwick Road**  
**Coalville**  
**Leicestershire**  
**LE67 3FJ**

## **Repairs department**

Telephone: **01530 454635**

Email: [repairs@nwleicestershire.gov.uk](mailto:repairs@nwleicestershire.gov.uk)

## **Building Control**

Telephone: **01530 454692 / 01530 454693**

Email: [building.control@nwleicestershire.gov.uk](mailto:building.control@nwleicestershire.gov.uk)

## **Planning and development**

Telephone: **01530 454665 / 01530 454666**

Email: [development.control@nwleicestershire.gov.uk](mailto:development.control@nwleicestershire.gov.uk)