

Loreburn Group

Alterations & Improvement Policy



Creating Great Places to Live

Policy	Alteration & Improvement Policy								
Version Reference	2								
Approved by	MC			LET			MT		
Date of Approval	September 2021								
Review Period	Every 3 Years or as legislation or substantive changes occur								
Review Due	August 2024								
Policy Champion	Head of Asset Management								
Who this policy affects	Staff	<input checked="" type="checkbox"/>	Customers	<input checked="" type="checkbox"/>	Contractors	<input checked="" type="checkbox"/>	Members of the Public	<input checked="" type="checkbox"/>	
Where this policy affects	General needs	<input checked="" type="checkbox"/>	Later Living	<input checked="" type="checkbox"/>	Supported	<input checked="" type="checkbox"/>	Offices/staff base	<input checked="" type="checkbox"/>	

1. Purpose of this Policy

Loreburn encourages customers to improve their homes and in some cases, customers may be entitled to compensation for carrying out the improvements.

2. Aims & Outcomes of this Policy

To establish clear policy and procedure for tenants and staff for granting permission to carry out alterations and improvements to properties owned by Loreburn. To ensure any work carried out by tenants does not detrimentally affect the property, or cause undue nuisance or annoyance to other residents within the area.

3. Policy Specific Info/Arrangements

There is an Alteration and Improvement Procedure.

4. Complaints

Loreburn has a commitment to valuing complaints and ensures the organisation benefits from feedback to identify areas for change or improvement.

Loreburn has a Complaints Policy which ensures there are robust and effective procedures in place for complaints to be properly managed and acted upon.

Anyone dissatisfied with the outcome of their complaint having exhausted Loreburn's complaints procedure has the right to refer the matter to the Scottish Public Services Ombudsman.

5. Equality & Human Rights

Loreburn aims to ensure that equality, fairness, dignity and respect are central to the way we work and how we treat our customers. We support diversity and uphold equal opportunities in all areas of our work as an employer and service provider.

Loreburn will not discriminate against tenants, staff, visitors, suppliers or others based on their age, sex, sexual orientation, race, disability, religion or belief, marital status, pregnancy and maternity or gender reassignment (collectively referred to as 'protected characteristics' in the Equality Act 2010).

6. Risk Management

Loreburn has a Risk Management Strategy, Policy and Procedure. These documents set out how the organisation will manage risk as an integral part of its governance and management systems, ensuring risks are identified, evaluated and controlled effectively.

Identifiable risks arising from this policy will be monitored and managed by the internal processes set out herein and by regular review of this and all other associated policies and procedures, ensuring risks are mitigated and Loreburn complies with all legislative requirements and regulatory and best practice guidance.

7. Responsibilities Chart

The chart below illustrates the responsibilities of all staff pertaining to this policy:

Responsibilities	CEO & Management Committee	Loreburn Executive Team	Management Team	Team Managers	Technical Officer	Asset management Assistant
To set the policy and direction with regards to Alterations & Improvements	✓					
Ensure staff have a robust understanding of Health & Safety requirements and associated risks relevant to their roles			✓			
Policy Champion			✓			
Manage service, reporting and update LET as required			✓			
Oversee A & I programme				✓		
Responsibility for day to day management of A & I programme						✓
Record request, liaise with customer and carry out visit if required					✓	
Carry out inspections of A&Is and ensure conditions are complied with as required					✓	
Update Housing Management System with all contacts & correspondence					✓	✓
Ensure customer feedback is used to improve service				✓		
Working with Head of OD & HR ensure staff have appropriate training				✓		
Ensure policy is reviewed every three years or as necessary			✓			

8. Legislative Background

The Housing (Scotland) Act 2001

The Scottish Secure Tenants (Compensation for Improvements) Regulations 2002

9. Associated Policies

Development Policy
Electrical Safety Policy
Gas Safety Policy
Rechargeable
Repairs Policy
Complaints Policy

10. Policy Review

The Policy Champion is the Head of Asset Management.

The Policy Champion is responsible for completing the Health and Safety Assessment and Equality, Diversity and Inclusion Assessment Checklist.

This policy will be reviewed by the Policy Champion [annually/every 3 years] or sooner as required due to legislative or substantive change.

Policy Assessment Checklist

Health & Safety Assessment

Does this policy have the potential to affect:

Lone Working	Yes
Safety and/or wellbeing of staff	Yes
Safety and/or wellbeing of customers	Yes
Have the above items been considered in the preparation of this policy?	Yes

Comments:

Equality, Diversity & Inclusion Assessment

Does this policy have the potential to affect:

Staff's rights to equal opportunities	Yes
Tenants' / Customer's rights to equal opportunities	Yes
Tenants' / Customer's ability to access to homes and/or services	Yes
Have the above items been considered in the preparation of this policy?	Yes

Comments:

Agile Working Assessment

Agile working requirements have been considered and addressed in the preparation of this policy: Yes