

Internal Decoration of Properties Policy



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1. Introduction

- 1.1. Waverley Housing has a programme for keeping its properties well maintained and this can include the carrying out of major works (eg replacement kitchen, heating system) within tenants' homes. We also carry out many response repairs after tenants report faults. Some of these works can cause damage to internal decoration.
- 1.2. Tenants are advised by letter when major works are required to their homes and where re-decoration works will be required after the works are complete. The letter explains that an appropriate decoration award will be granted depending on the extent of the works. Some FAQ's are detailed below.

2. Details

- 2.1. *What will Waverley Housing do to restore the standard of decoration in tenants' homes after Waverley Housing has carried out repairs or improvements?*

Where there has been significant damage to decoration, Waverley Housing will offer a decoration award to recompense tenants for redecoration they have completed at their own expense up to an agreed value, or to provide the materials for them to carry out the necessary works by way of a voucher that can be redeemed at a local supplier(s). If an individual tenant is unable to carry out the decoration works themselves due to their circumstance (e.g. ill health, disability etc.) Waverley Housing will arrange to have these works carried out on their behalf.

Decoration can include a single wall but may also extend to more or all walls in a room to aim to ensure reasonable consistency of appearance.

Waverley Housing may also restore or replace, as appropriate, any bathroom fittings and tiles that may be required to be made good, but only where this is required as a result of works carried out by Waverley Housing.

- 2.2. *What form will the redecoration take?*

Generally we will recompense tenants up to an agreed value or offer a decoration pack to allow them to undertake any required redecoration.

In exceptional circumstances Waverley Housing will redecorate to a basic standard. This means we will decorate by applying the required number of coats of emulsion to walls, papering these first where necessary. However, if the previous standard was higher, a decoration award/voucher will be provided for the correct materials to be purchased/provided to ensure that the decoration remains consistent.

- 2.3. *Will I get a choice of colours of paint?*

Waverley Housing uses magnolia/white for any touch up painting required; if extensive painting is required a decoration award/voucher will be provided.

- 2.4. *Where my room was wallpapered will I get to choose the replacement paper?*

When a room has been wallpapered, tenants have the option to source and purchase the same paper and Waverley Housing will recompense costs up to set award levels on receipt of valid proof of purchase. If the paper cannot be sourced, a full decoration award will be

granted for the room to be redecorated. These award levels vary depending on the type of works undertaken e.g. where a new kitchen has been installed a decoration award of £60 will be made.

2.5. *Can I get money for materials and arrange to redecorate myself?*

Yes, you can buy your own materials for the affected rooms, up to an agreed value per room, or an agreed value for the property if several rooms have been affected, and reclaim the cost from Waverley Housing. You will have to produce receipts for the materials you have bought.

2.6. *What if I am not happy about any aspect of the works, including decoration?*

You should first discuss the matter with one of Waverley Housing's staff responsible for the works and we will endeavour to resolve the situation. If you are still unhappy, there is a complaints procedure you can follow.

2.7. *Who is responsible for the lifting and replacing of flooring, and what happens if my flooring is damaged during this process?*

Tenants are responsible for lifting all floor coverings (including carpet, carpet tiles, lino and laminate etc.) and for relaying after works have been completed. Waverley Housing can assist in the lifting and relaying of floors but this will generally only be carried out for older or disabled tenants. Utmost care will be given to protect any flooring, however where damage cannot be avoided, tenants will be asked to sign a disclaimer agreeing that any damage will be their responsibility.

Whilst Waverley Housing will endeavour to minimise any damage to the flooring where it lifts and relays it, this is dependent on how the flooring has been fixed in the first place, Where the flooring has been glued or otherwise permanently fixed in place it may not be possible to remove it without causing some, damage. This will not be considered a justification for Waverley Housing not carrying out required repair works. In such cases this will unfortunately be for the tenant to resolve either themselves or through their insurance.

3. Training

- 3.1. Waverley Housing will ensure that the relevant employees have the appropriate level of skills and knowledge to deal efficiently with this aspect of work and will provide additional and ongoing training for staff when required.

4. Complaints

- 4.1. Tenants who feel that Waverley Housing have not dealt properly with their redecoration have the right to complain. Complaints will be dealt with in accordance with our Complaints Policy, a copy of which can be obtained on request. Tenants also have the right to refer the matter to the Scottish Public Services Ombudsman upon exhaustion of the complaints process.

5. Equal Opportunities

- 5.1. Waverley Housing shall apply this policy in accordance with its Policy on Equal Opportunities and Diversity. This means that in the application of this policy we will not

discriminate on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

- 5.2. Copies of this policy are available on request free of charge from our Office. Copies of the policy will also be made available within a reasonable time, upon request, in a language other than English or in a format to suit the visually or audibly impaired, if required.

6. Confidentiality

- 6.1. All information received in connection with this matter is confidential to Waverley Housing. This means that we can only share the information or pass it to other individuals and agencies with the prior written consent of the person providing the information.
- 6.2. The only exceptions to this will be where it is considered in our opinion that a person's safety or well-being is at risk or where we are obliged to give information by law or as part of a legal process. The decision to break confidentiality and share information without consent will be taken at Executive Team level and only after careful consideration.

7. Review

- 7.1. This policy will be reviewed every five years, or earlier, where a change in relevant legislation arises. Where any conflict arises at any point in time between policy review, any appropriate legislation, statute or Government guidance, the policy shall be subordinate.