Resident Home Improvements Guide

Want to make changes to your home?

You may be able to make improvements to your home, but you must get written permission from Peabody before any work starts. This guide explains what you need to know.

What is a home improvement?

A home improvement is a change that makes your home better or adds something new, for example:

- Installing a new kitchen or bathroom
- Adding insulation
- Replacing flooring
- Installing additional electrical sockets or lighting
- Adding storage cupboards

Before you start

Contact Peabody and get written permission first.

When applying, you may need to provide:

- Details of the work you want to do
- Plans, drawings or product information
- Any required approvals from building control, utility companies or other authorities
- A timescale for completing the work

Our surveyors will review your request and help explain any requirements. We aim to acknowledge requests within 5 working days and provide a decision within 20 working days, subject to receiving all necessary information

Examples of work we are more likely to approve	Examples of work we cannot approve
Installing additional electrical sockets or light fittings (by a qualified electrician)	Removing or altering load-bearing walls
Installing approved kitchen storage cupboards	Converting rooms in a way that reduces living space
Fitting loft or cavity wall insulation	Altering the structure of the building
Installing a new bath, shower or wash basin (with approval)	Removing or altering pipes, electrical wiring or other essential services
Adding approved security features such as locks or door viewers	Works that do not meet building regulations or planning requirements
Improvements completed by qualified contractors and carried out safely	Changes that make your home unsafe or create a fire risk
Improvements that do not affect neighbours or communal areas	Changes that could affect future repairs, maintenance or planned investment works

Flooring

Laminate flooring is only normally allowed if:

- You live in a house (or on the ground floor of a block)
- The property has concrete floors
- Suitable sound insulation is installed underneath
- You agree to remove it if repairs are required
- You agree to remove it when you leave the property

Requests for laminate flooring for medical reasons will be considered individually.

During the work

You are responsible for ensuring:

- The work is completed safely
- Qualified tradespeople carry out specialist work
- Any required certificates are provided to Peabody
- The work does not cause significant nuisance to neighbours

After the work is completed, Peabody may inspect it to ensure it matches the approved plans.

Who maintains the improvement?

In many cases, you will be responsible for maintaining and repairing any improvement you install.
If poor workmanship causes problems, any repairs carried out by Peabody may be rechargeable.

Can I get compensation when I move out?

You may be able to claim compensation for certain approved improvements when you permanently leave your home.

To qualify:

- You must have received Peabody's written permission before carrying out the work.
- You must keep receipts and evidence of costs.
- The improvement must be one that qualifies under the compensation rules.

Compensation payments are a minimum of £50 and maximum of £3,000**.** Any money owed to Peabody may be deducted from the compensation payment.

What happens if I don't get permission?

You must get written permission from Peabody before starting any improvement work.
If you make changes without permission:

- You may be asked to provide information or certificates for the work.
- You may need to put the property back to its original condition at your own cost.
- Any repairs needed because of poor workmanship may be recharged to you.
- You may not qualify for compensation when you move out.
- We may take action for a breach of your tenancy agreement

To avoid unnecessary costs and delays, always get written approval before starting any work.

Home Improvement Request Process

Need permission or advice?

Contact Peabody's Contact Centre before starting any home improvement work.

Getting approval first helps avoid delays, unexpected costs and the possibility of having to remove unauthorised work.

Remember: Do not start any improvement work until you have received written permission from Peabody.