



Property Consents Policy

When you ask for permission to make any changes to your home or garden, there are certain things that we'll need to consider before we can give the go-ahead – such as whether it will create any safety risks.



Our **Property Consents Policy** sets out all of this in more detail. Below is a summary of some of the key points.

Our commitment

When we're considering a request we will:

- Make sure our homes are safe, healthy, affordable and warm
- Keep our communal spaces a welcoming place for everyone
- Give consent unless we believe the work will:
 - make the home or garden unsafe for you or future customers
 - have a negative impact on the home or the neighbourhood
 - not be carried out to a safe, professional standard
 - make it harder for us to re-let the home when you leave, or devalue the property
 - go against planning conditions or building regulations, such as fire safety regulations
 - make any guarantees, insurances or warranties invalid
 - the materials, fixtures or fittings used are inferior quality to those already in the home
 - make the home more expensive for us to maintain
 - stop the communal space being accessible for everyone
- Give technical input or guidance before approval, if needed
- Always focus on the customer
- Consider any effects on the environment
- Involve customers in deciding how we deliver the consents service
- Respond to the request within 30 working days

For more information give us a call on
01225 366000 or visit
curo-group.co.uk/consent

What we'll ask from you

If you want to make alterations or improvements we'll ask you to:

- Ask for consent in writing, using our Consent form. (We can help you fill this in if needed)
- Prove that you've got any necessary planning permission
- Show us that the person carrying out the work has got relevant certificates, qualifications and warranty, including adequate public liability certificates
- Give us access to inspect the work
- Provide a copy of the specification for work, including the materials that will be used

When your tenancy ends

- If we've approved an alteration we may consider paying you compensation when your tenancy ends. The amount you could get is worked out using a set formula which you can find in the full policy
- If we haven't given you permission we could ask you to return the property to its former state, or charge you for the cost of doing so

Asbestos

If we think there may be asbestos in your home:

- We'll arrange for an asbestos survey at no cost to you
- Remove asbestos if needed and replace ceilings or boxes around the pipes. We won't make any other repairs such as replacing floor tiles