



Empowering People.
Inspiring Communities.

Making Improvements to Your Property

The property you rent from us is your home, and we want you to be able to make improvements to suit the way you live. However, we have to make sure that our property is kept in good condition and, in some instances, that you get our permission first.

If you would like to do any of the following work, please make sure that you meet our standards, which are explained below. You should also ensure that any work is done safely.

No permission needed

You do not need to tell us if you are doing any of these works.

Aerial, cable or satellite installation.

- You must not drill the window or door frames for the cable.
- The hole through the brickwork must be neat and sealed.
- Cables should be secured in a tidy manner both inside and outside the property.

Fitting external gates.

- They must match the fencing they are next to. If you are unsure please check with us first.
- The gates must open inwards, onto the property and must not be locked.

Fitting tiles to the bathroom or kitchen floor.

- These must be non-slip floor tiles and sealed at the edges to stop water getting underneath them.

Fitting a water meter

- You do not need our permission to do this.

Fitting extra loft or cavity wall insulation.

- You must ensure that the person carrying out the work is competent. If this is you, then you must make sure that you have the right equipment to do the job safely.

Fitting laminate flooring.

- If you live in an upstairs flat, then you must use an acoustic underlay. This will help stop noise going into the downstairs flat.
- We recommend that you buy AC3 grade which is suitable for domestic property.
- If you are putting laminate flooring in the kitchen or bathroom, then it must be moisture resistant and non slip.
- We must be able to remove the laminate flooring without having to remove the skirting boards as well.

Changing the skirting boards or architrave.

- Some of the architrave is metal and cannot be removed. If there are no screws in the frame side of the hinge, then it is metal and cannot be changed.
- If you fit new skirting boards, then they must be fitted immediately above the floor, and not over laminate or other floor coverings.
- Skirting boards/architraves must be fixed with plugs and screws. Adhesive or 'No Nails' must not be used.
- All new woodwork should be painted or stained when finished.

Fitting or changing light fittings, changing plug socket covers or installing additional plug sockets.

- You must use a qualified electrician who will supply you with a safety certificate; a copy of which should be given to us.

Changing or removing internal doors

- If you remove any internal doors, you must keep them and rehang them at the end of your tenancy.
- If you replace any internal doors, they must be of at least the same standard as the original doors. You must either leave the replacement doors installed at the end of the tenancy or refix the original doors before you return the keys to us.
- Glass in any internal doors must be toughened safety glass to avoid injury if the glass is damaged.

Fitting a security light (PIR).

- You must use a qualified electrician to fit the light; we will not complete any repairs to faulty light fittings.
- Please note: If your light does cause a neighbour nuisance, then we will ask you to adjust it, move it or remove it.

Kitchen and bathroom.

- You may change the kitchen and bathroom taps.
- You may put in an extra cupboard, or move a cupboard but you must not just remove cupboards.
- If the hot water tank cupboard is now empty, then you may remove the doors from this so you can use the space.

You need to contact us if you wish to complete any works not included in the above list.

Permission Needed

You need to get our written permission if you want to do any of these. You can get a form from our office or download one from our website at www.epichousing.co.uk.

- **Fitting a shower.**
- **Fitting a wheelchair ramp or other disabled adaptations.**
- **Fitting your own bathroom suite.**
- **Fitting your own kitchen.**
- **Putting a shed in the back garden.**

Not Permitted

Additional locks to your front door.

- Doors are already fitted with a secure lock and having additional locks can cause problems at the end of the tenancy when we are getting the property ready for the next customer.

A padlock to the rear garden gate

- If you lock this gate, then it makes it difficult for us to get access for maintenance and can cause problems if you share your garden.

Solid fuel fire or wood burner

- We will not give permission to install a solid fuel fire, wood burner or similar due to the fire risk from using these appliances.

Removing kitchen and bathroom extractor fans

- Fans are required to remove moisture from the property to reduce condensation and must not be removed.

For all work we ask that you:

- Are considerate to your neighbours and don't work after 9pm at night or before 8am in the morning.
- Dispose of your rubbish or spare materials properly. This means that you must not leave rubbish or materials outside your home.
- Complete the work to a good standard. If you are not able to do this yourself, then you must get someone to help you who can.
- You may still require planning permission or building regulations for the work that you are doing, and you must speak to the council about how you get this.
- Provide us with a copy of any certificates following work by qualified trades people on the gas or electrical systems.

If you need our permission, then please fill out our Landlord's Permission Request Form which is available from our office or from our website at www.epichousing.co.uk.

For any further questions please contact us on 01782 252575 or by email at mailbox@epichousing.co.uk.

For your notes...

EPIC Telephone numbers

Customer Services

01782 252575

07838 906952

Tenancy Management

01782 252572

Income Services

01782 252581

Asset Management

01782 252577

Repair line

0800 694 0434

This leaflet can be provided in large print or on coloured paper on request

Revised April 2015 (Version 4.1)