

Gloucester City Homes



ALTERATION REQUESTS POLICY

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You can also
contact us using
our online
reporting forms.

Please note our
website is speech
enabled and you
can adjust the size
of the text and
translate it to other
languages.

Get our information in other formats

If you would like any part of this document explained, translated or provided in another format such as large print, audio or Braille, please contact our Customer Services Team on 0800 408 2000.

Bengali

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Chinese

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

Gujarati

જો તમને આ દસ્તાવેજ બીજી ભાષા અથવા રચનામાં જોઈતો હોય, અથવા જો તમને ઇન્ટરપ્રિટરની સેવાઓ જોઈતી હોય તો, કૃપા કરી અમારો સંપર્ક સાધો.

Polish

Aby uzyskać ten dokument w innym języku lub formacie, albo jeżeli potrzebujesz usług tłumacza, skontaktuj się z nami.

Urdu

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو برائے مہربانی ہم سے رابطہ کیجئے۔

[Translation reads: If you would like this document in another language or format or require the services of a translator, please contact us.]



| STATUS (Draft / Approved / Updated / Archived) | REFERENCE |
|--|--|
| 2ND DRAFT | GCH PROCEDURE ALTERATIONS POLICY ONLY CONTROLLED |
| <p>Important Notice: Printed paper copies of this procedure are <u>uncontrolled</u>. The current version of this procedure is available on the Intranet</p> | |

Documentation Master Sheet
Amendments to this Document are Detailed Below

| Version Number | Date Amended | Comments | Date Approved | Author | Approved By |
|----------------|--------------|--------------|---------------|-----------|-------------|
| 1 | 23.11.05 | First Draft | | L Ritchie | |
| 2 | 17.08.06 | Second Draft | | L Ritchie | |
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Alteration Requests Policy

Introduction

This document sets out Gloucester City Homes policy with regards to receiving a request for alteration to a Council owned property.

Overall Aim

To provide a better quality of life to every customer of Gloucester City Homes by delivering exceptional services and providing decent homes in successful communities.

Supporting Aims

This policy and procedure assists us to comply with one of the Council's key priority being efficient and effective and also the Council's key aim "a city with good housing and health."

Relevant Legislation

Housing Act 1985 Section 209

The general condition for service of an improvement notice in respect of a dwelling are that the dwelling –

- (a) is without one or more of the standard amenities (whether or not it is also in a state of disrepair)
- (b) is capable at reasonable expense of improvement to the full standard or, failing that, to the reduced standard, and
- (c) was provided (by erection or by the conversion or a building already in existence) before 3rd October 1961.

SERVICE STANDARDS

We will reply to your request within 28 days to all applications to carry out alterations or improvements to your home

We will not unreasonably refuse permission.

PERFORMANCE TARGETS

A request for alteration must be acknowledged within 5 working days.

Should an inspection be required following the request this should be arranged within 10 working days.

A decision must be made concerning the request within 10 working days from receipt of the request if no inspection is required.

A decision must be made concerning the request for alteration within 5 working days following the inspection.