

Your right to compensation for improvements

আপনার বাড়ির উন্নতি করার জন্য ক্ষতিপূরণ পাওয়া
有關改善補償的權力

सुधारा करवा माटेनुं वणतर मेणववानो तमारो अधिकार

Twoje prawo do rekompensaty za ulepszenia

مکان میں بہتری لانے پر معاوضہ حاصل کرنے کا حق



The Government Standard

Your right to compensation for improvements

If you improve your home and move, you may be able to claim compensation for the work you have done if it started after 1 April 1994.

Remember that you should always ask us for permission before you do any improvements to your home. This allows us to check whether the work you are planning may affect your health and safety or needs planning or building regulation approval.

We will give you advice on what you need to do before you start.

We will come to look at the completed work. This is to make sure you do it to a reasonable standard.

If you don't do the work to a reasonable standard or within a reasonable time, we may complete the improvement or reinstate the original, and recharge you for our costs.

To claim compensation, you must ask us in writing when you end your tenancy. After the end of your tenancy, you only have 14 days to make your claim.

If you have done work that you want to claim for and you do not already have permission, ask for

permission when you make your compensation claim.

When we work out how much you can claim we will take into account the cost of the work, the age and condition of the improvement and any grant you may have received.

You may get a total of £3,000 for any one improvement, but you will not get any compensation if the amount is below £50.

The right to compensation does not apply if you are buying your home.

The type of improvements you can claim for are:

- bath or shower, washbasin and toilet
- kitchen sink, cupboards and work surfaces

- bathroom cupboards
- central heating and thermostatic radiator valves
- pipe, water tank or cylinder insulation
- loft and cavity-wall insulation
- draught-proofing of external doors or windows
- double glazing or other window replacement or secondary glazing
- rewiring or providing power and lighting or other electrical fittings
- security measures (excluding burglar alarms).

Interior decoration does not qualify for compensation.

Remember to keep the receipts for any work you have done.

For more information please contact us or visit www.gloscityhomes.co.uk or GCHTV on the Looking Local service.

Contacting us

Customer Services Team, Gloucester City Homes, Atlantic Suite,
Southgate House, Southgate Street, Gloucester GL1 1UB

Customer Services Line: 0800 408 2000 (freephone)

or 01452 530626 (normal call charges apply)

Text: 0778 148 2656 **Fax:** 01452 396599 **Minicom:** 01452 396161

Email: customer.services@gloscityhomes.co.uk

Web site: www.gloscityhomes.co.uk **Digital TV:** GCHTV on Looking Local

You can also contact us using our online reporting forms. Our website is speech enabled and you can adjust the size of the text and translate it to other languages.

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 us.

আপনি যদি এই ডকুমেন্টের কোন অংশের ব্যাখ্যা, অনুবাদ অথবা বড় অক্ষর, অডিও অথবা ব্রেইলের মত অন্য কোন ফরম্যাটে চান তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

Bengali

如果您希望我們解釋、翻譯本文檔，或提供大字體、音頻或盲文等其他版本，敬請聯繫我們。

Chinese

જો આપને આ પુસ્તકમાંના કોઈપણ ભાગની સ્પષ્ટીકરણ જોઈતી હોય અથવા આ પુસ્તક અન્ય ભાષામાં અથવા રૂપમાં જોઈતી હોય, દાખલા તરીકે, મોટા અક્ષરોમાં, ઓડીયો પર અથવા બ્રેઇલમાં, તો કૃપા કરી અમારા સાથે સંપર્ક કરો.

Gujarati

Proszę zgłosić się do nas po uzyskanie wyjaśnień, przetłumaczenia względnie uzyskania niniejszego dokumentu w większym druku, w postaci dźwiękowej lub języku dla niewidomych.

Polish

اگر آپ اس دستاویز کے کسی حصے کی وضاحت، ترجمہ یا کسی اور شکل میں جیسے کہ بڑے حروف، آڈیو یا ابھرے حروف میں حاصل کرنا چاہتے ہیں، تو براہ مہربانی ہم سے رابطہ کریں۔

Urdu