

ALTERATIONS AND IMPROVEMENTS

1) I want to make an alteration to my property; can I?

Please contact the Office and we will send out an alterations / improvement form. It needs to be completed, detailing the works to be undertaken and the contractor carrying out the works. In the instance of a new shed or fencing being requested, you must obtain signatures of your neighbours confirming they are happy for the works to be carried out.

Upon completion of the form, our Property Services Department will check all details prior to giving approval. If the works are to be refused, an explanation will be given to you.

2) Can I have Sky installed?

Yes you can have Sky installed as long as it is by a qualified Sky Engineer and relevant guidelines are met. You will be provided with an information sheet which sets out the guidelines

3) Can I have my own washer installed in my sheltered flat?

Yes – however you will need to request an alteration form and there are strict guidelines to meet – these will be sent to you with the alteration form.

4) Can I fit a security chain to my door?

Chains are fitted to all new doors by the association. If you don't have a chain then you can fit a security chain to your door at your own expense.

5) Can I install a new kitchen myself at my expense?

We would initially check our Planned Maintenance list to ensure that your property is not scheduled for kitchen replacement on the next Programme. If there are no scheduled replacements due, you would need to request an alteration form from us and complete it with the name of the contractor who would be carrying out the works. We will then pass this to our property services department for approval.



6) Can I have a taller fence/gate?

An alteration form would need to be requested for this – which should be signed by the resident and also by the neighbours adjoining the property – giving their consent. The fence / gate must not be higher than 6ft.

Please note that official planning permission may sometimes be needed from the Local Authority.

7) My property has been vandalised can I install CCTV?

You will need to complete an alteration request form from us, and complete / sign with details of who will be carrying out the installation – we will then, in most cases, approve the works to be carried out. Any incidents of this nature should be reported to the Police also, and a crime reference number obtained – we will then log this onto our system for reference.

8) My shed, windows, fence look old/tatty etc; when will they be painted?

We can look at the Planned Maintenance schedule to see if your scheme is due for decoration – if it is not due and you feel an inspection is required then we can ask a surveyor to assess the area you have concerns about.

9) I've got new carpets now my door won't open/close; will you adjust it for me?

Unfortunately this is not something we will do, unless it involves the easing of a fire door. For example, a flat entrance door leading to the entrance corridor to a block of flats or sheltered accommodation. In these circumstances we would carry out the adjustment to make sure the fire door remains effective. If you are not sure if the door is a fire door please ring property services to confirm.

Often, the carpet fitter will make adjustments as necessary during fitting – and they will check to see whether the doors open / close properly. We can give you a name of a joiner however you would need to arrange this work privately and it will be at your own cost.



10) The radiator leaked and damaged my carpet; will you buy me a new one?

No, this would be covered by your home contents insurance. We will repair the leak and if necessary renew the radiator; however soft furnishings are covered on your insurance.

11) I have no power and my freezer is defrosting and full of food; will you replace/pay for the food?

No, we will not pay for the replacement of your food – this is covered on your contents insurance.

If there is a problem with your electricity supply we will ask one of our electricians to attend. If the problem is found to be scheme wide, this needs to be reported to National Grid as they may be carrying out works in your area.

12) Can I do my own repairs?

Not in most circumstances. PFH provides accommodation for the elderly and as such we would not want to put Residents at risk.

Any alterations that involve compliance with electrical, gas or water or fire regulations are carried out by specialist contractors and involve health and safety restrictions.

General repairs are covered by our approved contractors who have been checked for competency and provide value for money. We do however welcome Resident involvement in procuring these services. If you feel that a better value for money solution is available, we welcome your input. Please get in touch and be part of the procurement solution and join the Property services task and finish panel on procurement.

If you would like to carry out simple repairs, you will need to contact property services. They will give approval for any work to be undertaken and inspect the work to ensure it is satisfactory. If the work is substandard you will have to put this right or we will carry out the work and recharge you.

We can provide this information on audio tape, large print or Braille and in minority languages. For more information please contact Pickering and Ferens Homes on (01482) 223783 www.pfh.org.uk