



INCONVENIENCE PAYMENTS IN PLANNED IMPROVEMENTS POLICY

1. Introduction

ng homes is committed to the planned maintenance and improvement of its housing stock. The Association recognises that some internal works will cause a degree of disruption to our tenants. The purpose of this Policy is to provide a framework for calculation of a payment to be made to tenants where improvements or Mini-Modernisation works have been carried out to their home, by way of compensation for any inconvenience.

2. Calculation of Payment

The payment to tenants will be made in accordance with the following table.

Type of Work	1apt	2apt	3apt	4apt	5apt+
Kitchen Replacement	£55	£60	£65	£70	£80
Bathroom Replacement	£55	£60	£65	£70	£80
Window Replacement	£130	£140	£150	£160	£170
Central Heating Installation/Renewal	£200	£250	£300	£350	£400
Electrical Rewire	£390	£430	£470	£510	£590
District Heating System Installation & Associated Fire Safety Works	£390	£430	£470	£510	£590

3. Payment

Payment will be made to the tenant on completion of the works. Should the tenant have any outstanding rent arrears, rechargeable repair costs or other monies due to the Association these will be deducted.

n.b No money will be deducted from the payment for the District Heating System – payment will be made in all circumstances.

4. Equal Opportunities

ng homes is committed to ensuring equal opportunities and fair treatment for all people in our work, in compliance with the Equality Act 2010. This policy is equally applicable to all.

5. General Data Protection Regulations (GDPR)

We recognise the importance of data protection legislation in protecting the rights of individuals in relation to personal information that we may handle and use about them, whether on computer or in paper format. We will ensure that our practices in the handling and use of personal information during the processes and procedures outlined in this policy comply fully with data protection legislation. More information is available from our Data Protection Officer.

6. Policy Review

This Policy will be reviewed every four years, or earlier, in line with legislative requirements.