

We will also reduce your compensation if we believe you paid too much for the improvement or the quality is higher than it would have been if we had done it.

We may also increase / reduce your compensation depending on the condition of the improvements when your tenancy ends.

We can also take money you owe from the compensation you are entitled to (for example, unpaid rent).

What can I claim compensation for?

You can claim compensation for:

- Cost of materials (but not appliances such as cookers / fridges)
- Labour costs (but not your own labour)

You will need to provide copies of invoices / receipts to show how much your improvements cost. If you do not have this contact us straight away and give us a rough idea of the total cost.

What if I don't agree with Lochfield Park's decision on my claim?

You can ask us to reconsider our decision within 28 days of giving it to you. We must have our decision reviewed by:

- An independent valuer / surveyor of our choice
- Any of our staff members of committee members who were not involved in the making the original decision.

Lochfield Park Housing Association Ltd.



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Emergency No: 0141 771 2228

Gas Central Heating : 0141 771 2228

OFFICE OPENING HOURS

	MORNING	AFTERNOON
Monday	9.30am - 12.30pm	1.30pm - 4.30pm
Tuesday	9.30am - 12.30pm	1.30pm - 4.30pm
Wednesday	CLOSED	1.00pm - 4.30pm
Thursday	9.30am - 12.30pm	1.30pm - 4.30pm
Friday	9.30am - 12.30pm	1.00pm - 4.00pm

Registered under the Co-operative and Community Benefit Societies Act 2014

Registered with the Financial Conduct Authority No 2444R(S) and a

Registered Property Factor No PF000221

The Scottish Housing Regulator Reg No HAC268

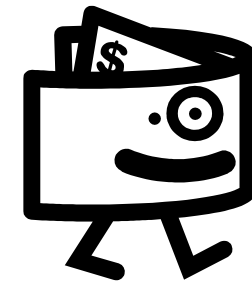
Scottish Charity No SC037694

Help us build it



Help us keep it!

Lochfield Park Housing Association



Right To Compensation Housing (Scotland) Act 2001

This leaflet can be translated, on request into other community languages.

For people with visual impairment, large print or Braille versions can also be provided.

What is the right to compensation for improvements?

Under the Housing (Scotland) Act 2001, Scottish Secure Tenants and Short Scottish Secure Tenants may be able to receive compensation for improvements which they have made to their home after 30 September 2002. For you to qualify for this compensation:

- We must have approved the improvement
- Your tenancy with us must have ended.

You can apply for compensation when you know your tenancy is coming to an end or if you are transferring from one property to another.

Who gets compensation?

If you are a Scottish Secure tenant / Short Secure tenant you may be able to get compensation for any approved improvements to your home

You will not receive compensation if you buy your house or flat under the Right to Buy scheme. And you will not receive compensation if your home is being repossessed by us or if you are being given a new tenancy for your existing home with us.

Do I need permission to make improvements?

Yes, you must get written permission from us before you make any improvements. If you think we have refused unreasonably you have the right to appeal, but remember we can only give you compensation if you have permission for your improvements.

What kind of improvements can I get compensation for?

You can only get compensation for certain improvements which were started on or after 30 September 2002. These include installing replacing or fitting:

- A bath or shower
- Cavity wall insulation
- Sound insulation
- Double glazing, replacing external windows or fitting secondary glazing
- Draught-proofing external doors/windows
- Pipes, water tanks or cylinders
- A kitchen sink
- Loft insulation
- Rewiring, providing power or lighting, or adding other electrical fixtures (including smoke detectors)
- Security measures other than burglar alarms
- Space or water heating
- Storage cupboards in a bathroom / kitchen
- Thermostatic radiator valves
- A wash-hand basin
- A toilet
- A work surface for preparing food
- Mechanical ventilation in bathrooms / kitchens

Decorating the inside of your home does not qualify for compensation!

How do I get compensation?

You must make a claim in writing to us within the period starting 28 days before and ending 21 days after your tenancy comes to an end. We will need to know:

- Your name and address
- What improvements you have made
- How much each improvement cost
- Start / finish dates of improvements

We will inspect improvements made to your home!

How much can I get?

You can receive up to £4,000 for each improvement. But you will not receive any compensation for an improvement if the amount of compensation would be less than £100.

How does Lochfield Park work out my compensation?

We will start with the cost of improvements and will ask you to provide proof of the amount you have spent. It is a good idea to keep a copy of any bills in a safe place and you may want to send us a copy to be kept in your house file.

If you had financial help such as a grant to help make your improvements, we will deduct the amount of this grant from the cost of the improvements.

The value of any improvement you have made falls as the improvement gets older and as you get use out of it. The compensation you get will take the age of your improvement into account.