

# **TOWER HAMLETS COMMUNITY HOUSING**

## **Decoration Allowances - Policy**

### **1. Statement of intent**

- 1.1 THCH will re-let void properties as speedily as possible, to achieve value for money and to give tenants choices as to the colour of decorations in their homes. Where an empty property does not achieve an acceptable standard of decoration, THCH will provide the in-coming tenant with a decoration allowance to enable them to purchase paint and undertake the necessary decoration work themselves, rather than carry out the work on their behalf. Only in exceptional circumstances will THCH undertake the work, such as in the case of elderly tenants or tenants with disabilities.
- 1.2 Where repair work has been undertaken to a tenanted property, and decorations do not meet an acceptable standard, the tenant will be offered a decoration allowance as an alternative to having the decoration work carried out on their behalf by THCH.

### **2. Guidelines**

- 2.1 An acceptable standard of decoration will normally be agreed between the tenant or prospective tenant & the Community Housing Officer. Acceptable would generally mean clean, stain free and not peeling away from walls or paintwork. Tenants would have a Right of Appeal to the Director of Housing if a Decoration Allowance is refused.
- 2.2 Decoration allowances will be paid according to the number of rooms, which need to be decorated. The full decoration allowance will be paid only upon completion of the work and inspection by a THCH officer. Half the amount may be paid in advance to assist the tenant in the purchase of paint, materials and tools.
- 2.3 Tenants will be expected to complete the work within 6 months of moving into a property in order to claim the full payment.
- 2.4 Where a tenant is in arrears, the decoration allowance will be credited to their rent account to offset the arrears owing. THCH's Director of Housing or the Chief Executive will have the authority to exercise discretion in exceptional circumstances. However, it is anticipated that any allowance not offset against arrears will not be paid in cash but through either a direct service or voucher system.
- 2.5 THCH will set the levels of decoration allowances annually.