

EastendHomes

DECORATION ALLOWANCES POLICY

1. STATEMENT OF INTENT

- 1.1 Registered Providers shall minimise the time that properties are empty between each letting. When doing this, they shall take into account the circumstances of the tenants who have been offered the properties.
- 1.2 Where the standard of decoration in an empty property is not satisfactory, EastendHomes will provide the in-coming tenant with vouchers for decoration materials. This will enable the tenant to purchase materials from a designated supplier and carry out the necessary work themselves.
- 1.3 Similarly, where repair work has been undertaken to a tenanted property, and as a result decorations no longer meet an acceptable standard, subject to an assessment, the tenant will be offered a decoration allowance or vouchers.
- 1.4 In exceptional circumstances and in liaison with the in-coming tenant EastendHomes will undertake decorating work to properties during the pre-let or post-let period, for example where there are tenants of pensionable age or tenants registered as disabled, living on their own.*

* EastendHomes has a duty, under the Equality Act 2010, not to directly or indirectly discriminate in the provision of goods facilities and services by treating a person less favourably than another on the grounds of their disability or for having a protected characteristic.

- 1.5 An acceptable standard of decoration for an empty property is as assessed by the Technical Officer on inspection. Acceptable generally means clean, stain-free and with no peeling paint or paper.

2. DETAIL

- 2.1 Decoration allowances or vouchers will be paid either according to:
 - the assessed damage, or
 - the number of rooms in a property which need to be decorated in relation to the schedule of agreed current rates.
- 2.2 Payment of decoration allowances will be paid through a cheque or a voucher system.
- 2.3 The full payment will be credited to the voucher card on issue. After six months from the date of issue the card will be cancelled and any sums remaining on the card will not be available as an allowance.
- 2.4 Remedial decoration allowances will be paid in full.
- 2.5 The level of allowances payable will be reviewed annually in April using the previous September Consumer Price Index (CPI).

2.6 Where a tenant is in rent arrears any decoration allowance will be credited to their rent account to offset the arrears owing.