



## PROPERTY ALTERATION AND IMPROVEMENT POLICY

<b>Lead Manager:</b>	Head of Repairs and Maintenance
<b>Responsible Senior Manager:</b>	Operations Director
<b>Approved By:</b>	EMT and CSS
<b>Date Approved:</b>	10 <sup>th</sup> December 2025
<b>Date for Review:</b>	December 2026
<b>Replaces Previous Version:</b>	1, 11.2020
<b>Version Number:</b>	2
<b>Shared Publicly on STAR's Website:</b>	Yes
<b>Linked Policies:</b>	Asset Management Strategy, Planned Maintenance Framework, Asbestos Policy, Enabling Tenants to Live Independently in Their Homes Policy, Central Heating and Servicing Policy, Procurement and Contract Management Rules, Business Plan, Equality and Diversity Strategy, Decant & Disturbance Policy, Recharges Policy, Voids Standard, Fire Safety Policy, Fire Risk Zero Tolerance in Communal areas Policy, Complaint Handling Policy and Procedure

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## 1. INTRODUCTION

- 1.1 This Property Alteration and Improvement Policy sets out the rules and procedures for tenants wishing to make alterations, improvements or additions to their rented property. The aim is to ensure that all changes are conducted to meet health and safety legislation, comply to current building regulations, and in a manner that protects the value and integrity of the property.

## 2. SCOPE

- 2.1 This policy applies to all tenants residing in properties managed by Shropshire Towns and Rural Housing (STAR). It covers any temporary or permanent changes to the structure, fixtures, fittings or appearance of the property, but does not apply to temporary decorations for seasonal occasions such as birthdays or holidays.

## 3. DEFINITIONS

- **Alteration:** Any change, addition, or removal that affects the property's structure, fixtures, or fittings.
- **Tenant:** Any individual or group listed on the tenancy agreement.
- **Landlord/Agent:** The property owner or their appointed representative.

## 4. POLICY STATEMENT

- 4.1 Tenants are not permitted to make alterations to the property without prior written consent from STAR. This includes, but is not limited to, external painting, replacing bathrooms or kitchens, changing internal or external doors.
- 4.2 Reasonable Adjustments: STAR acknowledges that some alterations may be necessary for disability access or independent living. Such requests will be considered in line with the Equality Act 2010 and STAR's Enabling Tenants to Live Independently Policy.

## 5. REQUESTING PERMISSION

- 5.1 Please use the standardised Alteration Request Form available here: [Alteration Request Form](#).
- 5.2 Tenants must submit a written request detailing the proposed alteration, including plans, diagrams, and, where applicable, professional quotes. Requests will be assessed based on impact on asset value, fire safety, and potential disruption to communal areas.
- 5.3 The request should outline how the alteration will be carried out, by whom, and the expected timeframe.
- 5.4 The landlord or agent will consider the request and respond in writing within 14 days. Failure to respond does not imply consent.

## **6. CONDITIONS OF APPROVAL**

- 6.1 All works must comply with relevant building regulations, planning permissions, and health & safety standards.
- 6.2 Alterations must be carried out by qualified professionals where required by law.
- 6.3 Tenants are responsible for all costs associated with the alteration, including future maintenance and repair.
- 6.4 Tenants may be required to reinstate the property to its original condition at the end of the tenancy, unless otherwise agreed in writing by STAR.
- 6.5 Access is available for STAR to inspect works before commencement, during and after completion of works. No fee is payable for any inspections or re-inspections.

## **7. UNAUTHORISED ALTERATIONS**

- 7.1 The property will be inspected at the end of the tenancy using a post-tenancy inspection checklist to verify reinstatement.

## **8. END OF TENANCY**

- 8.1 If reinstatement works are substandard, STAR will arrange remedial works and recharge the tenant for all associated costs.
- 8.2 The property will be inspected at the end of the tenancy to assess the condition and any alterations made.
- 8.3 Continual Improvement: All breaches and complaints related to alterations will be logged and reviewed regularly to identify trends and inform policy updates.

## **9. EQUALITY AND DIVERSITY**

- 9.1 STAR is committed to applying this policy fairly and consistently to all customers. Discrimination, whether direct or indirect, on the grounds of race, religion, age, gender, marital status, sexual orientation, disability or any other protected characteristic outlined in our Equality and Diversity Policy will not be tolerated.
- 9.2 In implementing this policy, STAR will act with sensitivity to the diverse needs of individuals and communities.
- 9.3 Where appropriate, STAR will take positive action to help reduce discrimination and harassment within local communities.
- 9.4 This policy, along with any related publications, is available in alternative formats upon request to ensure accessibility for all.

## **10. MONITOR AND REVIEW**

- 10.1 This policy will be reviewed annually or upon significant changes in legislation. Tenants will be notified of any amendments.

## 11. CONTACT

11.1 For all enquiries or to submit an alteration request, please contact STAR directly via:  
Telephone: 03333 212 200 or web: [www.starhousing.org.uk](http://www.starhousing.org.uk).

## 12. VERSION CONTROL

Renewal Date	Version	Approved By	Comments
XX 2025	2	SMT and CSS	<p>Removal of compensation for tenants' improvement – section 15. It's hard to understand a true cost and to source replacement parts. If the product is in good condition this would be kept at void stage and the new tenants would be informed that this is not a standard item at sign-up.</p> <p>We have also removed section 5 – types of works that will not normally be considered.</p> <p>Also removed section 6 – types of works that will be considered – with its example issues. Removing the content list will ensure all PARs are inspected and agreed.</p>
11 2020	1	SMT	First version of policy