

**We are committed to providing the right home to enable customers to thrive. When we approve a request to make a physical alteration to your home, we will advise you on how to ensure these works are safe and comply with policy and regulations.**

This service standard outlines the level of service to expect when you would like to make alterations to your home.

### We will:

- provide services to customers who rent, part own, are a leaseholder or freeholder of Bromford
- provide easy ways for you to gain permission for alterations.

### You can:

- seek permission for alterations to your home online by completing our [request form](#)
- seek further support in completing the application form if needed, by contacting your neighbourhood coach or our customer services team



### Timescales

#### If you rent a home from us:

- we'll respond to your request within 10 working days. We may request further information and may need to survey your home and will let you know if that's the case
- we aim to make a decision with 12 weeks of your application

#### If you part own your home:

- we'll respond to your request within 10 working days - we may request further information and may need to survey your home and will let you know if that's the case
- we will advise if applicable the survey fee for their request - these fees are up to £150 depending on the type of alteration
- once the fee has been paid, further information is requested prior to a survey
- we aim to make a decision within 12 weeks of your application
- permissions are valid for 12 months and will expire if works are not completed within this time

**If extenuating circumstances are proven relevant to your application (by Bromford agreement) we will aim to make a decision within six weeks.**

## We ask you to:

- arrange work and payment of any works independantly once permission given
- obtain all statutory consents for example building regulation and planning permission
- ensure contractors you employ to do the work have all relevant statutory registrations and qualifications
- ensure suitable insurance cover is maintained during the works
- allow for the removal of any asbestos containing materials
- provide requested certification as a condition of the permission. Failure to do so will result in such permissions being revoked

## Please note

Regardless of tenure, if alterations are carried out without our prior consent then we will advise if a retrospective application is suitable.

Dependent on the outcome of the review, we will communicate clearly, in writing, to you of our decisions.

## Appeals and complaints

From time to time, we may feel the alteration requested is not suitable and suggest alternatives where possible. If you're not happy with our decision, you can make an appeal within 14 days of the decision.

## How we'll review this standard

We will:

- use feedback from surveys, compliments, complaints and general comments to improve our service
- regularly report how we are doing to our Customer and Communities Influence Network who are our customers and help us to scrutinise our services


## We will review this standard


When we:

- update our policies or review our services
- notice that your valued feedback is telling us we need to look at things again



**How to  
contact us**

 Visit our website for the latest information at [bromford.co.uk](https://bromford.co.uk)

 Call us on **0330 1234 034**

 Contact your neighbourhood coach [bromford.co.uk/neighbourhoodcoach](https://bromford.co.uk/neighbourhoodcoach)