Tenant Alterations

If you are a secure tenant you have the right to improve your home, as long as you get our written permission first. An improvement means an alteration or addition to your home, a few examples of these things can be installing any new or replacement fixtures or fittings, such as heating or kitchen units. Installing satellite dishes or aerials or putting up fencing.

To do this we will:

- Provide an online application form via our website.
- Provide an email option to request alterations.
- Alternatively, we will accept full written details of your request either sent by post or handed in at our reception office at Pier Avenue, Clacton On Sea.
- Your request will be forwarded to our Tenant Alterations Panel for consideration.
  We will advise you of the next stage in the process once the Panel has reviewed your application.
- Accept a representative or advocate raising an issue on your behalf, providing you have given consent.
- Tell you how to make a complaint if you are not satisfied with the service that you have received from us.
- Always be courteous, helpful and ensure you are treated fairly and with respect.
- Be committed to protecting your personal information in line with the Data Protection and Privacy Rights guidance published on our website.
- Aim to get it right first time.
- Listen and act on customer feedback.

OUR SERVICE STANDARD

Tenant Alterations

We ask you to:

- If you have an introductory or non secure tenancy, do not carry out any improvements or alterations to your home as you do not have the permission to do so.
- Respect the rights of Council Staff to carry out their duties free from harassment and abuse.
- Let council staff into your home if an inspection is required after you have completed the alterations to you home, so that we can ensure they have been carried out safely.
- Ask permission to carry out alterations before you begin any works.
- Respond to our staff when they try to contact you regarding the proposed works you have requested permission for.
- You must not make any changes until you have received our written permission, which will also tell you what conditions you need to keep to within these works.
- Supply us with the most efficient ways to contact you so that we can communicate effectively with you about any permission granted.

If you would like to get in contact with our Alterations Team, you can do so by the following:

Telephone: 01255 686491

Email: tenantalterations@tendringdc.gov.uk

Offices: 88-90 Pier Avenue, Clacton On Sea, CO15 1TN

OUR SERVICE STANDARD