

EastendHomes

DECORATION ALLOWANCES

1. STATEMENT OF INTENT

- 1.1 Where the standard of decoration in an empty property is not satisfactory, EastendHomes will provide the in-coming tenant with a decoration allowance or vouchers. This will enable the tenant to purchase materials and carry out the necessary work themselves.
- 1.2 Similarly, where repair work has been undertaken to a tenanted property, and as a result decorations no longer meet an acceptable standard, the tenant will be offered a decoration allowance.
- 1.3 In exceptional circumstances EastendHomes will undertake decorating work to properties, for example where there are tenants of pensionable age or tenants registered as disabled, living on their own.*

* EastendHomes has a duty, under the Disability Discrimination Act 1995, not to discriminate in the provision of goods facilities and services by treating a person less favourably than another on the grounds of their disability.

- 1.4 An acceptable standard of decoration 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 according to the number of rooms which need to be decorated.
- 2.2 Payment of decoration allowances will be paid through a cheque and/or voucher system.
- 2.3 Decoration allowances for new tenants will be made in two parts:
 - Half the agreed amount will be paid in advance to assist the tenant in the purchase of materials.
 - In order to claim the balance of allowance tenants will be expected to complete the decorations within 6 months of moving into the property.
- 2.4 Second part decoration allowances will only be paid once an inspection has been carried out by the Housing Officer to verify that all the agreed decorations have been completed to an acceptable standard.
- 2.5 If decorating vouchers are used, the full payment will be credited to the voucher card on issue.
- 2.6 Remedial decoration allowances will be paid in full up front.

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- 2.7 The level of allowances payable will be reviewed on an annual basis.
- 2.8 Where a tenant is in rent arrears any decoration allowance will be credited to their rent account to offset the arrears owing.