

How do Choice work out compensation?

Choice will start with the cost of the improvements and will ask you to provide proof of the amount you have spent. It is essential to keep a copy of any bills in a safe place and you will be required to send a copy of these to Choice when the work has been done.

If you had financial help such as a grant to help make your improvements Choice will take the amount of this grant from any compensation due.

The value of any improvement you have made falls as the improvement gets older and as you get use out of it. The compensation you get will take the age of your improvement into account.

Choice may also reduce your compensation if they believe you paid too much for the improvement or the quality is higher than it would have been if they had done it.

Choice may also reduce your compensation depending upon the condition of the improvement when your tenancy ends.

Choice can also take any money you owe from the compensation you are entitled to (for example, for unpaid rent).

What if I don't agree with a decision on my claim?

You can ask Choice to reconsider our decision within 28 days of giving it to you. A review of our decision will be carried out by a manager who was not involved in making the original decision.

If you still remain dissatisfied you can make a formal appeal to Choice in writing.

choice 

Services
Centre
0300 111 2211



If you wish to find out more please contact:

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Right to Compensation for Home Improvements

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RIGHT TO COMPENSATION FOR HOME IMPROVEMENTS

This leaflet is only a general guide. It is not a complete statement of the law. If you want to know more about your rights, you should get advice from a solicitor or your local Citizens' Advice Bureau.

What is the right to compensation for improvements?

Under the Housing (NI) Order 1983, secure tenants may be able to receive compensation from their landlord for improvements which they have made to their home on or after 30th September 2002.

For you to qualify for this compensation:

- Choice must have approved the improvement; and
- Your tenancy must have been brought to an end at your request.

You can apply for compensation when you know your tenancy is coming to an end. We recommend you let Choice know about this as early as possible.



Who gets compensation?

If you are a secure tenant you may be able to get compensation for any approved improvements to your home.

If a tenancy ends because of a death or in other circumstances, compensation may still be claimed.

You will not receive compensation if you buy your house or flat under the Right to Buy scheme. You will also not receive any compensation if your home is being repossessed by Choice or if you are being given a new tenancy for your existing home.

Do I need permission to make improvements?

Yes, you must get written permission from Choice before you make any improvements. Please remember that you can only receive compensation if Choice have agreed to the improvements.

What kind of improvements can I get compensation for?

You can only get compensation for certain improvements which were started on or after 30th September 2002. These include installing, replacing or fitting:

- A bath or shower;
- Cavity wall insulation;
- Replacing external windows or fitting secondary glazing;
- Draught proofing external doors or windows, insulating pipes, water tanks or cylinders;
- A kitchen sink;
- Loft insulation;
- Rewiring, providing additional power, lighting points, or smoke detectors;
- Space or water heating;
- Storage cupboards in a bathroom or kitchen;
- Thermostatic radiator valves; and
- A toilet.

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How do I get compensation?

You must make a claim in writing within the period of starting 28 days before and ending 14 days after your tenancy comes to an end.

Choice will need to know the following information:

- Your name and address;
- What improvements you have made;
- How much each improvement cost;
- The date the improvements were started and finished; and
- New address or other contact details.

Choice may also want to inspect the improvements.

How much can I get?

You can receive up to £3,000 for each improvement.

However, you will not receive any compensation for an improvement if the amount of compensation would be less than £50.

What can I claim compensation for?

You can claim compensation for:

- The cost of materials (but not appliances such as cookers or fridges); and
- Labour costs of an appropriately qualified contractor (but not your own or friends labour).

