

Decoration Policy

1.0 Purpose of policy

1.1 The internal decoration of a home is the tenant's responsibility. This policy sets out the responsibilities of Karbon in issuing and managing decorating paint packs/allowances. This policy covers the following circumstances:

- Damage caused by internal repair work by Karbon or a Karbon subcontractor.
- Internal decorations damaged by Karbon planned maintenance works
- Tenant's decorations damaged by replacement works e.g. kitchen, bathroom and window replacement.
- We will offer paint packs as an incentive to customers to accept 'hard to let' homes.
- We will offer paint packs to customers moving into homes that are in very poor decorative condition where it is better value for money than using our own colleagues or contractors to decorate whilst empty.

2.0 Objectives

- To provide an incentive for applicants to choose to move into a Karbon home that has been 'hard to let'.
- To ensure that if there is disruption to internal decoration by Karbon Homes (or contractors acting on our behalf) that residents are offered appropriate decorations allowances.

3.0 Policy detail

3.1 In the circumstances highlighted above (in section 1) this policy allows the Housing Team to award paint packs and the Property Services Team the discretion to award decorating allowances.

Decorating paint packs/allowance vouchers can be ordered through the awarded supplier only.

Decorating Paint Packs

- 3.2 Karbon have entered into an arrangement with a supplier to supply tenants with paint packs which will contain a range of high quality decorating materials.
- 3.3 Please refer to the appendix to see what each pack contains and a list of costs. We will determine the size of the pack we offer based on the size/nature of the area we feel needs decorating.

Decoration Allowances

- 3.4 Karbon has a legal duty under the Landlord and Tenant Act 1985, to make good or compensate for damaged decorations following responsive or planned repair work.
- 3.5 Tenants are entitled to have their decoration reinstated or else be entitled to compensation for having to decorate themselves. Not all repairs will cause damage, but where they do, an allowance will be made based on the cost of replacement taking into account the value of the decorations.
- 3.6 Karbon have entered into an arrangement with a supplier to provide tenants with decoration vouchers/cards.
- 3.7 If responsive or planned works damage internal decoration, the following allowances may be offered to residents (subject to a maximum of £250 per property):
- £50.00 per bedroom, living room or staircase
 - £25.00 per bathroom and/or kitchen
 - £15 for small rooms/areas such as second toilet or entrance hall.
- 3.8 If a customer alleges damage has occurred, an Officer from Property Services will attend and negotiate a compensatory payment based on the cost of replacement, taking into account the value of the decorations.

4.0 Vulnerable Customers

- 4.1 If a resident is unable to carry out decoration work because of a vulnerability and has no family locally to assist, decoration work may be carried out by Karbon. Officers will use their discretion in such cases (a decision must be agreed between the housing and property services teams).

5.0 Monitoring and Review

- 5.1 This policy will be reviewed at least every 3 years. The review will be coordinated by the Strategic Planning and Insight Team and brought forward if needed due to changes in legislation or regulatory requirements.
- 5.2 Ian Johnson, Director of Property Services is responsible for the monitoring and review of this policy.

6.0 Equality and Diversity

- 6.1 This policy is implemented in line with the Group's Equality and Diversity Policy and associated legislation. Consideration will be given to all protected characteristics under the Equality Act 2010 to eliminate discrimination, advance equality of opportunity and foster good relations.
- 6.2 This policy and associated documents are available in different languages and alternative formats where necessary.

7.0 Data Protection and Privacy

- 7.1 We have a clear policy on data protection and sharing data with other partners/third parties under the requirements of the General Data Protection Regulation. This is clearly set out in the Data Protection Policy for the Karbon Homes Group which in association with the Data Protection Procedures must be followed throughout the operation of this policy.