

Decoration Policy

Decoration Policy

Responsible Officer	Andy Lessels, Assistant Director – Operations & Support Services
This policy is applicable to	Group
Approved by	KMT
Date approved	February 2026
Frequency of review	Every 5 years or if there is a significant change in legislation, regulation or guidance.
Date of next review	February 2031
Implementation date	1 st March 2026
Key related documents (policy, procedure, customer literature)	Hard to Let Homes Policy Repairs and Maintenance Policy Allocations and Lettings Policy Void Management Policy Lettable Standard
Sources of best practice or guidance used in developing this policy	The Landlord & Tenant Act 1985, 1987 CIH Knowledge Hub Tenancy/Licence Agreements Tenants Handbooks Regulatory Standards

Version Control

Version	3.0	Author of Policy	Michael Wright Head of Operations South
Equality Impact Assessment (EIA)	Initial	Reviewed 17/02/2026	
Data Protection Impact Assessment (DPIA)	Initial	Reviewed 17/02/2026	

Document change history

Version	Date	Changed sections
1.0	10th June 2022	
2.0	February 2026	Minor amendments. Amended decoration allowances and addition of appendix including info on paint packs.

Consultation

Consultation Group (if applicable)	Date of Consultation (if applicable)
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Staff	May 22
Union(s)	Not applicable
Customers	January 2026
Human Resources / Organisation Development	Not applicable
Health and Safety Working Group	Not applicable
Data Protection	10/06/2022
Other stakeholder (please state)	Not applicable

Policy statement

The aim of this policy is to contribute to the effective and efficient maintenance of our housing stock by helping tenants affected by responsive, empty homes and planned works to maintain their homes in good decorative order.

Risk policy is designed to control

To ensure that where appropriate we offer tenants compensation if decoration is disturbed following responsive repairs, empty homes and planned investment works. To maximise income by offering incentives to potential tenants of 'hard to let homes'.

Key performance measures

Number of paint packs awarded.
Number of decoration allowances awarded.
Value of decorating paint packs and allowances awarded.

Definitions

Karbon defines a decoration allowance as the payment in vouchers, or equivalent, where an existing tenant has to redecorate their home following damage to the internal fabric of their property after responsive repairs, empty homes and planned investment works by Karbon or their contractors.

Abbreviations

1.0 Purpose of policy

1.1 The internal decoration of a home is the customer'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 to internal decoration by internal responsive repair work by Karbon including any sub-contractor.
- Damage caused to internal decoration by Karbon planned maintenance works by Karbon including any sub-contractor. e.g., kitchen, bathroom or window replacement.
- We may offer paint packs to customers moving into homes that require minor decoration, or as an incentive to moving, which will be agreed with the housing team where it is better value for money than using our own colleagues or contractors to decorate whilst empty.

2.0 Objectives

- To provide customers with the means to decorate parts of their home or to provide an incentive for applicants to choose to move into a Karbon home.
- To ensure that if there is disruption to internal decoration by Karbon Homes (or contractors acting on our behalf) that residents are offered appropriate decoration allowances.

3.0 Policy detail

3.1 In the circumstances highlighted above (in section 1) this policy allows the Housing and Property Services Team the discretion to award decorating allowances and/or paint packs. Karbon Homes offer both decorating allowances and paint packs, and Karbon Homes will provide the customer's preferred option.

A decoration allowance and/or paint pack will not be awarded in the following circumstances:

- Where a customer, family member, or visitor has caused the damage.
- Where the customer has neglected the interior decoration of their home.
- To change the interior decoration of a home because it is not to the new tenant's personal taste (unless a new tenancy and the property is considered hard to let or the decoration is assessed by Karbon Homes to be a strong colour which would prove costly to change, for example black).
- Where the customer has carried out a mutual exchange.
- Where Karbon Homes has completed decoration works

Decorating Paint Packs

- 3.2 Karbon have an arrangement with a supplier to supply tenants with paint packs which will contain a range of high-quality decorating materials. Decorating paint packs can be ordered through the awarded supplier only.
- 3.3 Please refer to appendix 1 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 Decoration allowances are intended to allow customers choice in the decoration of their home. The contributions may not meet the full costs involved. When undertaking work, we will always endeavour to take the utmost care in customers' homes and discuss any unavoidable damage at the earliest practicable stages with our customers.
- 3.6 A decoration allowance will be allocated to a customer where planned maintenance or repair works have been undertaken by Karbon Homes which has disrupted the interior decoration. Tenants will be provided the decoration allowance in the form of a bank transfer. The amount will be proportionate with the level of disruption which has happened as part of the works and will be up to the maximum amount listed below. The amount allocated will depend on the extent of the damage and will be limited only to the rooms affected.
- 3.7 If responsive or planned works damage internal decoration, the following allowances may be offered to residents (subject to a maximum of £350 per property):
- Major/ Substantial (more than 75%: more than 2 walls/ ceiling): Up to £80
 - Moderate (between 25% and 75%/ 1-2 walls + ceiling): Up to £60
 - Minor (up to 25%/ 1 wall/ceiling): Up to £25

The scale of damage will be determined by a surveyor or manager within the property services team.

- 3.8 Karbon may, on occasion, decide to carry out decoration to rooms that have been identified as qualifying for allowance. This will be subject to a manager's discretion and approval in the following circumstances:
- Where the tenant has a disability or medical condition that prevents them from undertaking the decoration and there is no adult member of the household or family

member who could reasonably be expected to carry out decoration on behalf of the tenant

- The void standard is deemed to be so poor that it is unsuitable for viewing or the homes is considered difficult to let.

3.9 Any decoration works will be undertaken on the same basis as the provision of a decoration allowance and limited to affected rooms. It is not expected to meet the full scope of redecoration to the whole home

4.0 Customer Vulnerabilities

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.

4.2 This policy is applied in line with Our Approach To Vulnerability Policy. Everyone matters. We want people to be treated fairly, have equality of opportunities, freedom, respect, and access to our services. We will offer support, reasonable adjustments, and adaptations to remove barriers. We will discuss with our customers what is reasonable and appropriate. In delivering this service we may need to escalate a particular case – if we do then customer vulnerabilities will be considered as part of the decision-making process.

4.3 We will support people with vulnerabilities to deliver this service. We will work alongside external agencies such as social services, the police and fire services and other appropriate agencies to help and support people with vulnerabilities in the delivery of our services but also to ensure we meet our statutory and regulatory requirements as a social landlord. Details are provided in the appropriate areas in this policy. All our customer policies are available on the website.

5.0 Monitoring and Review

5.1 This policy will be reviewed at least every 5 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 The Group Assistant of Operations & Support Services is responsible for the monitoring and review of this policy.

6.0 Equality and Diversity

6.1 This policy is applied in line with Karbon's Equality and Diversity Policy and the associated legislation including the Public Sector Equality Duty and Equality Act 2010. At Karbon we aim to eliminate discrimination, promote equality of opportunity, foster good relations and define the nine protected characteristics of age, disability,

gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

- 6.2 However, we like to go even further. Beyond these protected characteristics we also take into consideration additional factors such as socio-economic status and language barriers which may also play a part. Our vision is for everyone to be treated fairly, have equality of opportunities, freedom, respect and access to our services.
- 6.3 To help us achieve this, we will work to improve accessibility for all, offering reasonable adjustments, adaptations and discussing ways that we can work to remove any barriers. A reasonable adjustment involves making a change to the way that we usually do things.
- 6.4 All of our customer policies and key information are made available on the Karbon Homes website. Reasonable adjustments that can help, for example, to make our information and services more accessible are sign language and language interpreters. We will work to improve accessibility for everybody that we deal with offering reasonable adjustments, adaptations and discussing ways that we can work to remove barriers that you may experience. A reasonable adjustment involves making a change to the way that we usually do things. We work together to look at options and agree what adjustments would be reasonable in your individual circumstances. If you would like to find out more, please get in touch with the team.

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 UK General Data Protection Regulation, the Data Protection Act 2018 and other associated legislation. This is clearly set out in the Data Protection Policy for the Karbon Homes Group which, along with its associated procedures, must be followed throughout the operation of this policy.

Appendix 1: Decoration Pack specifications

Pack Type A: Bedsit

Pack Contents

- 1 x 305034 5L Johnstones Covaplus Vinyl Matt Colour
- 1 x 305035 2.5L Johnstones Covaplus Vinyl Matt Colour
- 1 x 301463 5L Johnstones Covaplus Vinyl Matt Brilliant White
- 1 x 423464 2.5L Johnstones Professional Gloss Brilliant White
- 1 x 852423 600g ProGold All Purpose RM Filler
- 1 x 915615 9" ProGold Roller Kit
- 1 x 915734 1" ProGold Trade Professional Brush
- 1 x 915732 2" ProGold Trade Professional Brush
- 1 x 853079 2" ProGold Masking Tape
- 1 x 852801 5m 80 Grit ProGold Aluminium Oxide
- 1 x 852808 12'x9' ProGold Cotton Dust Sheet

Pack Type B: 1 Bedroom Flat

Pack Contents

- 1 x 305034 5L Johnstones Covaplus Vinyl Matt Colour
- 2 x 305035 2.5L Johnstones Covaplus Vinyl Matt Colour
- 1 x 301463 5L Johnstones Covaplus Vinyl Matt Brilliant White
- 1 x 423464 .5L Johnstones Professional Gloss Brilliant White
- 1 x 852423 600g ProGold All Purpose RM Filler
- 1 x 915615 9" ProGold Roller Kit
- 1 x 915734 1" ProGold Trade Professional Brush
- 1 x 915732 2" ProGold Trade Professional Brush
- 1 x 853079 2" ProGold Masking Tape
- 1 x 852801 5m 80 grit ProGold Aluminium Oxide
- 1 x 852808 12'x9' ProGold Cotton Dust Sheet

Pack Type C: 2 Bedroom Flat

Pack Contents

- 2 x 305034 5L Johnstones Covaplus Vinyl Matt Colour
- 1 x 305035 2.5L Johnstones Covaplus Vinyl Matt Colour
- 1 x 301463 5L Johnstones Covaplus Vinyl Matt Brilliant White
- 1 x 423464 2.5L Johnstones Professional Gloss Brilliant White
- 1 x 852423 600g ProGold All Purpose RM Filler
- 1 x 915615 9" ProGold Roller Kit
- 1 x 915734 1" ProGold Trade Professional Brush
- 1 x 915732 2" ProGold Trade Professional Brush

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1 x 853079 2" ProGold Masking Tape
1 x 852801 5m 80 grit ProGold Aluminium Oxide
1 x 852808 12'x9' ProGold Cotton Dust Sheet

Pack Type D: 3 Bedroom House

Pack Contents

3 x 305034 5L Johnstones Covaplus Vinyl Matt Colour
1 x 305035 2.5L Johnstones Covaplus Vinyl Matt Colour
1 x 301460 10L Johnstones Covaplus Vinyl Matt Brilliant White
1 x 423464 2.5L Johnstones Professional Gloss Brilliant White
1 x 852423 600g ProGold All Purpose RM Filler
1 x 915615 9" ProGold Roller Kit
1 x 915734 1" ProGold Trade Professional Brush
1 x 915732 2" ProGold Trade Professional Brush
1 x 853079 2" ProGold Masking Tape
1 x 852801 5m 80 grit ProGold Aluminium Oxide
1 x 852808 12'x9' ProGold Cotton Dust Sheet

Pack Type E: Room Only

Pack Contents

1 x 305034 5L Johnstones Covaplus Vinyl Matt Colour
1 x 301463 5L Johnstones Covaplus Vinyl Matt Brilliant White
1 x 423464 2.5L Johnstones Professional Gloss Brilliant White
1 x 852423 600g ProGold All Purpose RM Filler
1 x 915615 9" ProGold Roller Kit
1 x 915734 1" ProGold Trade Professional Brush
1 x 915732 2" ProGold Trade Professional Brush
1 x 853079 2" ProGold Masking Tape
1 x 852801 5m 80 grit ProGold Aluminium Oxide
1 x 852808 12'x9' ProGold Cotton Dust Sheet

Pack Type F: 4 Bedroom House

Pack Contents

4 x 305034 5L Johnstones Covaplus Vinyl Matt Colour
1 x 305035 2.5L Johnstones Covaplus Vinyl Matt Colour
1 x 301460 10L Johnstones Covaplus Vinyl Matt Brilliant White
1 x 301463 5L Johnstones Covaplus Vinyl Matt Brilliant White
1 x 423464 2.5L Johnstones Professional Gloss Brilliant White
1 x 852423 600g ProGold All Purpose RM Filler
1 x 915615 9" ProGold Roller Kit
1 x 915734 1" ProGold Trade Professional Brush
1 x 915732 2" ProGold Trade Professional Brush
1 x 853079 2" ProGold Masking Tape
1 x 852801 5m 80 grit ProGold Aluminium Oxide

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1 x 852808 12'x9' ProGold Cotton Dust Sheet

Pack Type G: 2 Bedroom House

Pack Contents

2 x 305034 5L Johnstones Covaplus Vinyl Matt Colour
2 x 305035 2.5L Johnstones Covaplus Vinyl Matt Colour
1 x 301463 5L Johnstones Covaplus Vinyl Matt Brilliant White
1 x 423464 2.5 Johnstones Professional Gloss Brilliant White
1 x 852423 600g ProGold All Purpose RM Filler
1 x 915615 9" ProGold Roller Kit
1 x 915734 1" ProGold Trade Professional Brush
1 x 915732 2" ProGold Trade Professional Brush
1 x 853079 2" ProGold Masking Tape
1 x 852801 5m 80 grit ProGold Aluminium Oxide
1 x 852808 12'x9' ProGold Cotton Dust Sheet

Pack Type H: 1 Bedroom House

Pack Contents

2 x 305034 5L Johnstones Covaplus Vinyl Matt Colour
1 x 305035 2.5L Johnstones Covaplus Vinyl Matt Colour
1 x 301463 5L Johnstones Covaplus Vinyl Matt Brilliant White
1 x 423464 2.5L Johnstones Professional Gloss Brilliant white
1 x 852423 600g ProGold All Purpose RM Filler
1 x 915615 9" ProGold Roller Kit
1 x 915734 1" ProGold Trade Professional Brush
1 x 915732 2" ProGold Trade Professional Brush
1 x 853079 2" ProGold Masking Tape
1 x 852801 5m 80 grit ProGold Aluminium Oxide
1 x 852808 12'x9' ProGold Cotton Dust Sheet

Pack Type I: 3 Bed Flat

Pack Contents

2 x 305034 5L Johnstones Covaplus Vinyl Matt Colour
2 x 305035 2.5L Johnstones Covaplus Vinyl Matt Colour
1 x 301463 5L Johnstones Covaplus Vinyl Matt Brilliant White
1 x 423464 2.5L Johnstones Professional Gloss Brilliant White
1 x 852423 600g ProGold All Purpose RM Filler
1 x 915615 9" ProGold Roller Kit
1 x 915734 1" ProGold Trade Professional Brush
1 x 915732 2" ProGold Trade Professional Brush
1 x 853079 2" ProGold Masking Tape
1 x 852801 5m 80 grit ProGold Aluminium Oxide
1 x 852808 12'x9' ProGold Cotton Dust sheet