

Decoration Policy (Version 2, June 2022)

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 to internal decoration by internal responsive repair work by Karbon or a Karbon sub-contractor.
 - Damaged caused to internal decoration by Karbon planned maintenance works by Karbon or a Karbon sub-contractor. e.g., kitchen, bathroom or window replacement.
 - We will offer paint packs to customers moving into homes that are 'hard to let' homes, which will be agreed with homes lettings team 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 decoration 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

- 3.2 Karbon have entered an arrangement with a supplier to supply tenants with paint packs which will contain a range of high-quality decorating materials. Decorating paint packs/allowance vouchers can be ordered through the awarded supplier only.
- 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

Gosforth Office
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(Customer Services)
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Karbon Homes Limited is a charitable Community Benefit Society registered with the Financial Conduct Authority in England and Wales (number 7529) and its registered office is Number Five, Gosforth Park Avenue, Gosforth Business Park, Newcastle upon Tyne NE12 8EG. It is regulated by the Regulator of Social Housing (number 4846).

- 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 any damaged internal 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 considering the value of the decorations.
- 3.6 Karbon have entered 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):
- Major/ Substantial (more than 75%: more than 2 walls/ ceiling): Up to £80, or we may offer to redecorate the room
 - Moderate (between 25% and 75%/ 1-2 walls + ceiling): Up to £60, or we may offer to redecorate the room
 - Minor (up to 25%/ 1 wall): Up to £40, or we may offer to redecorate the room
- 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, considering 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 Director of Pre-Tenancy and Property 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.