

DECORATION POLICY

Decoration Policy

Responsible Officer	Group Assistant Director – Operations & Support Services
This policy is applicable to	Karbon Group
Policy version	3
Date this version implemented	September 2026
Date of next review	February 2031

Policy Statement

This policy sets out when Karbon Homes Group may provide decorating support to customers. While internal decoration is normally the customer's responsibility, we may provide decorating vouchers, paint packs, compensation or, in exceptional circumstances, arrange redecoration where our repairs, maintenance or improvement works have caused damage. We may also provide paint packs for certain hard-to-let properties where this offers better value for money. Support is based on the extent of the damage, with a maximum award of £250 per property. We are committed to treating customers fairly, considering individual vulnerabilities and ensuring support is accessible and proportionate.

Risk the policy is designed to control

4 – Customer Service and Satisfaction

Key performance measures

Number of paint packs awarded.

Number of decoration allowances awarded.

Value of decorating paint packs and allowances awarded.

Definitions

The Group 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, empty homes and planned works by the Group or their contractors.

Abbreviations

No applicable.

Policy Detail

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 the Group 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 the Group or any Group sub-contractor.
 - Damaged caused to internal decoration by Group planned maintenance works by the Group including any Group 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 Group home.
- To ensure that if there is disruption to internal decoration by the Group (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 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 The Group has 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 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

- 3.4 The Group 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 the Group 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): Up to £25

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

- 3.8 The Group 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.

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 the Group. Officers will use their discretion in such cases.
- 4.2 This policy is applied in line with our Customers in Vulnerable Circumstances Policy. We want people to be treated fairly, have equality of opportunities, freedom, respect, and access to our services.
- 4.3 We will support people in vulnerable circumstances to help us 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 in vulnerable circumstances and to ensure we meet our statutory and regulatory requirements as a social landlord.
- 4.4 Policies and key information are made available on our website.

5.0 Monitoring and Review

- 5.1 The Group Assistant of Operations & Support Services is responsible for the monitoring and review of this policy.
- 5.2 This policy will be reviewed at least every 5 years or brought forward if needed due to changes in legislation or regulatory requirements.

6.0 Equality and Diversity

- 6.1 This policy is applied in line with our Inclusion and Belonging Policy. This includes the legal requirements of the Equality Act 2010, Workers Protection Act 2023 and the Public Sector Equality Duty.
- 6.2 At the Karbon Group 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.
- 6.3 If you would like this or any other policies in a different language or format please contact inclusion@karbonhomes.co.uk.

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 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 Covaplust Vinyl Matt Colour
1 x 305035 2.5L Johnstones Covaplust Vinyl Matt Colour
1 x 301463 5L Johnstones Covaplust 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 Covaplust Vinyl Matt Colour
2 x 305035 2.5L Johnstones Covaplust Vinyl Matt Colour
1 x 301463 5L Johnstones Covaplust 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 Covaplust Vinyl Matt Colour
1 x 305035 2.5L Johnstones Covaplust Vinyl Matt Colour
1 x 301463 5L Johnstones Covaplust 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 D: 3 Bedroom House

Pack Contents

3 x 305034 5L Johnstones Covaplust Vinyl Matt Colour
1 x 305035 2.5L Johnstones Covaplust Vinyl Matt Colour

1 x 301460 10L Johnstones Covaplust 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 Covaplust Vinyl Matt Colour
1 x 301463 5L Johnstones Covaplust 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 Covaplust Vinyl Matt Colour
1 x 305035 2.5L Johnstones Covaplust Vinyl Matt Colour
1 x 301460 10L Johnstones Covaplust Vinyl Matt Brilliant White
1 x 301463 5L Johnstones Covaplust 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 G: 2 Bedroom House

Pack Contents

2 x 305034 5L Johnstones Covaplust Vinyl Matt Colour
2 x 305035 2.5L Johnstones Covaplust Vinyl Matt Colour
1 x 301463 5L Johnstones Covaplust 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 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