

## **Shared Ownership**

### **Alterations and Improvement Works to your Property**

CHS recognises that as a Shared Owner you may wish to make alterations or improvements to your home. This leaflet provides details of your obligations and responsibilities. For more information, please refer to CHS' Shared Owners' Application for Alterations Policy on our website – [www.chsgroup.org.uk/rent-buy-home/shared-ownership/](http://www.chsgroup.org.uk/rent-buy-home/shared-ownership/)

#### **Alterations and Improvements**

As a shared owner you may need CHS' permission for certain types of alterations or improvements. This list is not exhaustive, but will include:

- Changing external doors and windows
- Changing main entrance door to a flat
- Extensions to your home including loft conversions
- Installation of conservatories, porches, lean-tos or carports
- Installing a new gas supply
- Installing satellite dishes on any property or aerials on blocks of flats.

If you in doubt, please contact CHS before undertaking any works.

#### **Why do you need permission - Requirements in Your Lease**

The formal legal arrangement between shared owners and CHS is laid out in the Lease Agreement which you will have signed at point of purchase. The requirement to obtain CHS' permission is laid out in your lease. Obtaining permission from a third party, for example obtaining Planning Permission, does not remove your obligation to obtain written permission from CHS before starting any work.

If you carry out works without permission it may cause a problem when you come to sell your property, as the purchaser's solicitor will want to see proof of the permission. It is possible that if you carry out works without permission, you may be asked to reinstate the property to its original condition at your own expense.

#### **Reasons Why CHS Needs to Approve Alteration and Improvement Work**

There are a number of reasons why CHS needs to give permission prior to major works. These include:

- As the freeholder CHS needs to ensure that its own interest in the property is protected
- There may be restrictions on the original planning permission
- There may be restrictions imposed on CHS from the original land sale
- There may be restriction imposed on CHS by interested third parties that will need to be satisfied

## **Obtaining Consent**

If you are considering work that requires CHS consent then you should discuss the proposed work with CHS as early as possible. You should do this before making formal application for planning permission or engaging a professional surveyor. There may be certain types of work that CHS will not approve and you want to avoid incurring wasted costs.

CHS will request certain information to be able to consider your proposal. Any expenses incurred in providing this information will be your responsibility.

## **Consulting with Neighbours**

Building works can be disruptive for neighbours. If the works you are proposing will impact on neighbours CHS may require proof that you have discussed your proposals with them and have considered their views. You may also be required to show consultation if you need formal planning consent.

## **Fees**

If you have outstanding rent or service charge arrears CHS will not consider giving consent to any works until those arrears have been cleared.

CHS may charge a fee to cover its administrative costs of considering an application for improvement work. When you approach CHS to discuss any proposed works you will be advised in advance if a fee will be required and the amount payable.

You will be responsible for paying any survey fees that CHS requires and any other third party consent fees, eg planning application fees.

## **Planning and Other Consents**

It will be your responsibility to obtain any necessary consents required for work to the property. These may include obtaining:

- Planning consent
- Building Regulations approval
- Party Wall Notices
- Meeting gas and electrical safety regulations.

## **Complaints**

If you are unhappy with the way that your request for alterations to the property has been dealt with, you should first discuss this with the officer dealing with your application and if necessary, their manager. If you are still unhappy with the response, then you may raise a complaint using CHS Complaints Policy.

Details of how contact us and to lodge a formal complaint can be found at [www.chsgroup.org.uk/contact-us/](http://www.chsgroup.org.uk/contact-us/) or you can phone us direct on 0300 111 3555.