EPIC Tenant Home Improvement Policy – Easy Read Guide

This guide explains the main points of the policy in clear and simple language.

Who the policy applies to

- The policy applies to EPIC assured tenants.
- It does not apply to leaseholders, shared owners or homes with an active Right to Buy or Right to Acquire application.

Making changes to your home

- EPIC recognises that your house is your home and may allow improvements or alterations.
- Requests are considered fairly and on a case-by-case basis.

Improvements that do not usually need permission

- Decorating.
- Installing shelves.
- Wall mounting a TV, mirror or picture.
- Replacing most flooring.
- Installing grab rails or handrails.
- Installing a Keysafe.
- Installing a rotary clothes dryer in the garden.

Improvements that always need permission

- Installing a shower.
- Installing your own kitchen or bathroom.
- Building a wheelchair ramp or major adaptation.
- Installing a shed.
- Installing external lighting.
- Installing CCTV, video doorbells or a wireless heating thermostat.

When EPIC may refuse permission

- If the work affects safety systems, heating or electrical systems.
- If it has a negative impact on neighbours.
- If it would make the property difficult to let in the future.
- If it requires planning permission.
- If it creates ongoing maintenance costs.
- Wood-burning and solid-fuel stoves are not permitted.

Conditions for approved work

- Work must be completed safely and to the correct standard.
- Qualified contractors may be required for some work.
- Building regulations must be followed where necessary.
- EPIC may inspect the completed work.

CCTV and video doorbells

- Tenants are responsible for using CCTV lawfully and complying with data protection requirements.

Response times

- EPIC aims to respond to permission requests within 28 days.

When you move out

- You may be required to put right any alterations or damage caused by improvement works. This will be discussed during the end-of-tenancy inspection.

Equality and fairness

- EPIC is committed to treating everyone fairly and without discrimination.