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Tenant Participation
Housing Service
Housing Repairs
Council Information Services



**HOUSING &
CUSTOMER SERVICES**
Your Questions Answered

Compensation for Improvements



West Lothian Council Housing & Customer Services

Compensation for Improvements

What is the Right to Compensation for Improvements?

If you end your tenancy, and you have carried out certain improvements to your home since 1st April 1994, which will be left for the benefit of the next tenant, you may be entitled to receive a compensation payment. The scheme does not apply if you are ending your tenancy because you are purchasing your home under Right to Buy, being evicted, or being granted a new tenancy of your existing home.

Do I need permission to carry out improvements?

Yes, you must get written permission from the Council before you make any improvements or alterations to your home, apart from internal decoration.

How do I make a claim?

If you wish to make a claim you should give your local office full details of the Improvement Work in writing, together with evidence of the cost of that work, such as receipts for materials (but not for appliances such as cookers and fridges) and labour (you cannot claim for your own labour). If you do not have receipts or an invoice for the work, you can give an approximate cost.

By law, you must make the claim within the 28 notice period, or within 21 days of the tenancy ending.



What happens next?

On receiving your claim, your Community Based Housing Officer will:

- inspect the Improvements to see that they are of good quality/condition and that they will be left for the new tenant;
- check that landlord consent was given for the work and that it was undertaken after 1st April 1994;
- calculate the amount payable by using a formula specified by the Scottish Executive

How is my compensation worked out?


The calculation starts with the cost of the work, and you may be required to provide evidence of the amount spent. If you received any grant to carry out the improvements that will be deducted from the cost.

The cost will then be adjusted to the present value by using a depreciation formula based on the notional life of the improvements (this is set out in the table), because the value of the improvements will have reduced over time.

The compensation payable may be reduced if the Council consider that the cost of the improvements was excessive, or the quality was higher than it would have been had the Council carried out the work.

The compensation payable will also be adjusted - up or down - depending on the condition of the improvement when the tenancy ends.

If you owe any money to the Council at the end of your tenancy, such as rent arrears, this will be deducted from the compensation amount.



How much can I get?

There is a maximum of £4,000 for any one improvement, but you will not receive any compensation for an improvement if the amount payable is below £100.

What if I don't agree with the Council's decision on my claim?

If you want to appeal against the decision about compensation due, or the amount, you can ask for the decision to be reviewed by

- a valuer or surveyor who was not involved in the original decision, appointed by the Council or
- One of the Elected Members who was not involved in the original decision

If you are still not happy following the review you have the right of appeal to the Sheriff.

This leaflet is only a general guide and is not a complete statement of law. If you make a false claim for more than the real amount your landlord can take you to court.

What kind of improvements can I get compensation for?

The Right to Compensation applies to the following improvements:

Qualifying Improvement	Notional Life In Years
Bath or shower	12
Cavity wall insulation	20
Sound insulation	20
Double glazing or other external window replacement or secondary glazing	20
Draught proofing of external doors or windows	8
Insulation of pipes, water tank or cylinder	10
Installation of mechanical ventilation in bathrooms and kitchens	7
Kitchen sink	10
Loft insulation	20
Rewiring and the provision of power and lighting or other electrical fixtures including smoke detectors	20
Security measures other than burglar alarm systems	15
Space or water heating	12
Storage cupboards in bathroom or kitchen	10
Thermostatic radiator valves	7
Wash hand basin	12
Toilet	12
Work surfaces for food preparation	10

Please note that interior decoration does not qualify for compensation.

HOUSING & CUSTOMER SERVICES (01506) 776301

Armadale CIS Office
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Customers with Special Requirements:



West Lothian
Council

Text phones offer the opportunity for people with a hearing impairment to access the council.
The Text Phone number is 18001 01506 651115

A loop system is also available in all offices.

Information is available in Braille, tape, large print and community languages. Please contact the Interpretation and Translation Service on 0131 242 8181.

هذه المعلومات متوفرة بلغة بريل وعلى شريط وبخط كبير وبلغات الجالية.
الرجاء الإتصال بخدمة الترجمة على الهاتف 0131 242 8181

এই তথ্য আপনাকে ব্রেল, টেপ, বড় অক্ষরে এবং কমিউনিটির বিভিন্ন ভাষায় পাঠানো যেতে পারে। অনুগ্রহ করে ইন্টারপ্রিটেশন অ্যান্ড ট্রান্সলেশন সার্ভিসের সাথে যোগাযোগ করুন। টেলি: 0131 242 8181

這份資料是可以凸字、錄音帶、大字印刷及社區語言的式本提供。請聯絡傳譯及翻譯服務部，電話：0131 242 8181

ਇਹ ਜਾਣਕਾਰੀ (ਬ੍ਰੇਲ) ਟੇਪ/ਟੈਪ ਦੇ ਪਾਸੇ ਵੱਖਰੀ ਢਿੱਠੀ, ਟੈਪ, ਵੱਡੇ ਫੋਂਟ ਅਤੇ ਸਮਾਜ ਦੀਆਂ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ। ਫੋਨ ਕਰਕੇ ਇੰਟਰਪ੍ਰੀਟੇਸ਼ਨ ਅਤੇ ਟਰਾਂਸਲੇਸ਼ਨ ਸੇਵਾਵਾਂ ਨੂੰ ਹਿੱਸੇ ਨਿਕਾਲੇ ਦੇ ਸੰਪਰਕ ਕਰੋ 0131 242 8181

یہ معلومات بریل (بھروسوں کے رسم الخط)، ٹیپ، بڑے حروف کی خدمت اور گھومنے والی جگہوں پر دستیاب ہیں۔ براہ کرم 0131 242 8181 پر رابطہ قائم کریں۔

Published by West Lothian Council, West Lothian House, Livingston, EH54 6QG

INPRINT Re-order No CMY178 (6/03)

If you have used the Council's complaints procedure and you are still unhappy, you can pass your complaint, within a year, to the Scottish Public Services Ombudsman, 23 Walker Street, Edinburgh, EH3 7HX Tel: 0870 011 5378 Email: enquiries@scottishombudsman.org.uk

www.westlothian.gov.uk/housing