

## **INTERNAL DECORATION SCHEME**

### **Responsible Officer**

Director of Property and New Business

### **Aim of the Policy**

The aim of this policy is to help eligible tenants with the decoration of one room in their property so, they can enjoy their homes and comply with their tenancy agreements.

### **Policy Scope**

This policy sets out the details of the internal decoration scheme we offer, who is eligible for the scheme and how to apply for it.

### **The Policy**

#### **The scheme**

The scheme offers eligible residents an opportunity to have one room in their home decorated. It is an annual scheme that runs between April and March and covers all our properties over a five-year cyclical programme. We will tell you which properties are included in the upcoming year through the Phoenix Flyer, website, noticeboards and social media. Each year, we can deliver the scheme to approximately 30 residents.

#### **Eligibility for the scheme**

When your property is included in the upcoming year, you can apply for the scheme if you have an assured tenancy or an assured tenancy with preserved rights\*, have no able-bodied individuals living in the household, and:

- Are of state pensionable age, or
- Have a disability or a terminal or long-term illness that affects you carrying out day-to-day activities.

\*Probationary tenants and those with a tenancy of less than 12 months are not eligible.

You will not be eligible if you have four weeks or more of rent arrears, unless you have an agreed payment plan where payments are being made.

We understand that some residents who do not meet the criteria above may need help decorating a room. To support residents at risk, we will consider referrals made by our Housing Management team where there is a need to help improve wellbeing. All cases will be considered individually.

There are also a small number of tenants who have a tenancy agreement which requires Phoenix to complete the internal decoration of their homes. Where this condition applies Phoenix will meet this tenancy condition.

If you are not eligible for the scheme, we will refer you to other available programmes and services.

## Applying for the scheme

If you meet the eligibility criteria, you can register your interest in the scheme:

- By telephone.
- In writing, by email or post, or online.
- In person at The Green Man.

When you contact us, we will check our records for information to confirm your eligibility and let you know if you need to provide any supporting evidence. Supporting evidence can include:

- A letter from your GP.
- A hospital letter.
- A letter from the Department of Work and Pensions.

If more than 30 residents apply for the scheme in a year, we will prioritise those with the greatest need as follows:

1. Pensionable age with a disability or terminal or long-term illness.
2. Under pensionable age with a disability or terminal or long-term illness.
3. Others who are referred but do not meet the criteria.

Requests for internal decorations that cannot be carried out in the year they are approved may be carried over to the next scheme year.

We will respond to all applications in writing.

## Access to your property

If you are accepted for the scheme, we will provide your contact details to our contractor to arrange appointments for a survey and to carry out the work.

Our contractor will make three attempts to access your property to carry out the work. If they cannot gain access on the third appointment, your property will be removed from the current year's programme.

## Scheme options

If you are accepted for the scheme, you have the following options:

**Room options** – You can choose one of the following:

- Bedroom.
- Lounge.
- Hall, stairs and landing.

**Decoration options** – You can choose one of the following:

1. **Paint** – We will paint the walls and ceiling with two coats of emulsion.
2. **Lining and paint** – We will strip the walls of previous paper, hang lining or embossed paper, and paint the paper and ceiling with two coats of emulsion.
3. **Wallpaper** – We will strip the walls of previous paper, hang wallpaper of your choice and paint the ceiling with two coats of emulsion.

Each option includes one undercoat and one gloss coat to wood and metal surfaces in the room selected.

All paint, lining and paper is supplied by our contractor and you can choose from the available colours and patterns. It may be possible for you to provide your own wallpaper. However, our contractor cannot be responsible for patterns not matching, shade differences or lack of materials supplied.

## Monitoring and review

Key performance indicators (KPIs) and tenant satisfaction will be used to monitor the scheme and contractor performance.

We will carry out an equality impact assessment every two years based on residents who have applied for the scheme and use the findings to review the scheme. This policy will be reviewed every three years or sooner if there are changes to legislation or best practice.

## Associated documents, policies and procedures

- Internal Decorations Support Request Form
- Internal Decorations Support Offer/Decline Letter
- Safeguarding Policy
- Enhanced Repairs Policy

## Definitions

Term/acronym	Description
Cyclical programme	A rolling programme that repeats itself after a number of years.
Resident	Refers to tenants.
We/us/our	Refers to Phoenix Community Housing.
You/your	Refers to tenants.

Document Type:	Policy
Title:	Internal Decoration Scheme Policy
Author:	Project Officer
Department Owned By:	Property and New Business
Data Protection Impact Assessment:	No
Equalities Impact Assessment:	Yes
Approval Date:	2021-11-25
Approved By:	Board
Implementation Date:	2021-11-29
Status:	Final
Version No:	V3
Last updated:	2021-11-18
Issue Date:	2021-11-29
File Path:	<a href="#">PNB Internal Decoration Scheme Policy FINAL V3 May 2019 revised Nov 2021</a>