



MINOR IMPROVEMENT POLICY

Responsible Director: Director of Homes and Wellbeing
Responsible Manager: Head of Homes and Wellbeing
Last updated: April 2019
Next update: April 2022

Minor Individual Improvement

Policy

1. Introduction
 - 1.1 This Policy is for individual requests, relating to a customers' home or its boundaries, that need funding not available as part of the Repairs or Estate Improvements budgets.
 - 1.2 Requests will be considered where the work will contribute to the provision of good quality, well maintained housing and which will make a big difference to people's lives. NCHA is committed to making this difference and will respond to individual needs where practical.

Procedure

2. Purpose of the Minor Individual Improvement Fund

- 2.1 The Minor Individual Improvement fund will be available to NCHA customers.
- 2.2 The fund is to be utilised for the sole purpose of Minor Individual Improvement initiatives which benefit individual customers.
- 2.3 Examples of qualifying works are where the work will:
 - Improve the customers security, for example:
 - Install Anti Climb Fencing.
 - Resolve minor health and safety concerns, for example:
 - Add a lockable gate to passageway.
 - Resolve a conflict, for example:
 - Install lockable parking bollards.
 - Prevent Anti Social Behaviour, for example:
 - Install light sensors to an Alleyway.
 - Enhance the customers quality of life, for example:
 - Create defensible space - planting shrubs.
 - Remove rubbish / deal with fly tipping.
 - Resolve boundary disputes:
 - E.g. replace mesh wire fencing with closed board wooden fencing.

These are examples but other works can be considered.

2.4 The following types of work will not be considered:

- In accordance with the NCHA Tenancy Agreement internal decoration is the customers' responsibility and as a consequence it is not a qualifying Minor Individual Improvement.
- Internal decoration following repairs or planned maintenance.
- Financial contributions of any description.
- Disability Adaptations

3. Budget and Value for Money

3.1 NCHA will ensure the improvements are cost effective, address the problem, resolve the issue and provide value for money.

3.2 NCHA will set an annual budget to fund solutions. The funding will be managed and administered by NCHA to facilitate Minor Individual Improvements.

4. Referrals

4.1 NCHA will receive Minor Individual Improvements requests directly from customers and/or a customer's advocate such as a relative, NCHA staff (including Scheme Managers, ASB Officers and NCHA Estate Officers) and statutory agencies.

4.2 The Estate Officers will accept Minor Individual Improvement requests from the customers or from the customers advocate. The Estate Officer will discuss the reason for the request with the customer / customers advocate.

4.3 The Estate Officer will explain the Minor Individual Improvement policy and procedure to the customer / advocate. If the request does not qualify the Estate Officer will inform the customer verbally and in writing of that fact within 10 working days from the date that the proposal was received.

5. Consultation

5.1 In the event that the proposed Minor Individual Improvement proposals are likely to have an impact on the neighbouring customers, the Estate Officer will consult those likely to be affected and compile a report to send with the proposal.

6. Qualifying Minor Individual Improvement Proposals

6.1 The Minor Individual Improvement proposals will be presented to the Estates Service Manager and a report on issues relating to:

- Reasons for the Minor Individual Improvement request.
- Issues, concerns and/or objections highlighted following the neighbouring customer consultation.

In accordance with Financial Regulations, 3 quotes are required if the proposed improvement is in excess of £5000. If the proposed improvement is less than £5000, 3 quotes may be requested in order to obtain the best value for money.

- 6.2 The Estates Service Manager will present the proposal to the Head of Affordable and Social Housing for approval.

7. Prioritisation / Customer Consultation in Estate Improvements

- 7.1 The Head of Affordable and Social Housing will be directly responsible for the Individual Minor Improvement Budget and will review the Individual Minor Improvement requests prioritising and ensuring the proposals qualify in accordance with Policy.
- 7.2 The Estates Service Manager will commission and co-ordinate the approved Individual Minor Improvement work.
- 7.3 The Estates Service Manager will arrange for a report detailing the approved and rejected proposals to be presented to the Collective Panel and to those affected by the Individual Minor Improvement proposals.

8. Communications

- 8.1 NCHA will inform and update customers of the outcome of the requests for Minor Individual Improvements work. NCHA will consult those who are affected by the proposed Minor Individual Improvements work and provide details of the approved works prior to commencement along with proposed start on site date.
- 8.2 Prior to the commencement of work NCHA will write to those who maybe affected by the approved work. NCHA will provide:
- A brief description of the Individual Minor Improvement works
 - Estimated date of works commencement and completion.

9. Impact Assessments

- 9.1 Some individual improvements are very minor while others are more substantial, consequently NCHA will survey and gather feedback from NCHA customers following the completion of the Individual Minor Improvement works exceeding a value of £1000
- 9.3 Utilising this feedback the Estates Service Manager will produce an Impact Assessment, identifying benefits and learning outcomes which may influence future Individual Minor Improvements.
- 9.2 NCHA will produce an Annual Impact Assessment of the Individual Minor Improvements which will be presented to the appropriate forums.