

## PERMISSIONS POLICY



### MONITORING INFORMATION:

POLICY/PROCEDURE/STRATEGY:	PERMISSIONS POLICY
DATE APPROVED:	FEBRUARY 2025
EXPIRY DATE:	FEBRUARY 2028
OWNER:	HEAD OF COMMUNITIES AND ESTATES
APPROVAL ROUTE:	RESIDENTS' FORUM/EXECUTIVE MANAGEMENT TEAM

# PERMISSIONS POLICY

## Introduction:

1. Tenants have rights resulting from legislation and the terms of their tenancy agreements. Some activities and choices need permission from Teign Housing so that we can ensure that tenants remain safe in their homes and that their choices do not infringe on their neighbours' rights to quiet enjoyment of their home.

This Policy sets out the issues for which tenants need to ask permission.

## Policy:

### 2. Alterations to the Property

- 2.1 Tenants may decorate their home as they wish and have the right to improve their home. If they wish to make any alterations to their home, this needs written permission from Teign Housing. A surveyor will usually assess the potential changes and decide if they are acceptable. Alterations which will affect the structural stability of the property, or will be unsafe, will not be permitted.
- 2.2 If alterations are approved, tenants will need to sign a disclaimer that they take responsibility for the repair and maintenance of the alterations. Any work must be undertaken by suitably qualified contractors.
- 2.3 If tenants undertake alterations without permission, they may be required to remove the work and return the property to its original state, at their own expense.
- 2.4 Tenants in flats and maisonettes above the ground floor may not install hard flooring.

### 3. Sheds

- 3.1 Tenants may erect a shed in their garden provided that there is space for it to be safely sited. Sheds must not be at least 3 metres away from the home and tenants must be advised not to store flammable items in their sheds or install electricity to them.

#### **4. Items in Communal Areas**

- 4.1 Residents need permission to put a seat, any furniture, planters or other items in communal outdoor areas. We need to ensure that these items do not impede a fire exit route and are not made from flammable materials.

#### **5. Fences**

- 5.1 Residents need permission to erect fences on the boundary between their home and a neighbour. Some of our properties on new developments have covenants or requirements that do not allow alteration to fences.

#### **6. CCTV**

- 6.1 Tenants need to ask for permission to install CCTV at their home. They must comply with the conditions set out by the Information Commissioner's Office. Issues relating to CCTV are covered in more detail in the Estates Management Policy and Procedure. Any resident who installs CCTV must have signage informing people of this.

- 6.2 Video doorbells do not need permission unless the area they cover comes within the remit of the Information Commissioner's Office.

#### **7. Vans Including Campers and Caravans**

- 7.1 Many of our estates experience pressure on parking spaces for residents and visitors. Large vehicles such as vans, campers and caravans take up additional space and exacerbate the problem. Residents who own vehicles which take up more than one parking space, or which would inhibit the use of the adjacent parking space, must have permission to park these large vehicles on our land. If permission is not granted, residents must find alternative legal parking for them.

#### **8. Mobility Scooters**

- 8.1 Residents need permission to charge or store a mobility scooters in a communal area. We have a specific policy and procedure relating to mobility scooters.

#### **9. E-Scooters**

- 9.1 Residents must have permission to own an e-scooter. This is because Teign Housing must ensure that suitable storage and charging is available.

9.2 It is not lawful for residents to use e-scooters on roads or land owned by Teign Housing or by the local authority. Residents with e-scooters can only use them on privately owned land with the owner's permission.

## **10. Lodgers**

10.1 Tenants have the right to take a lodger, subject to written permission from their landlord. We will give permission provided that the tenant would not be overcrowded by taking a lodger, and that we are supplied with details of their identity.

10.2 It is the tenant's responsibility to inform the local authority if they would no longer be eligible for Single Person's Council Tax Discount, or if they would be subject to non-dependant deductions from their Housing Benefit claim. If Teign Housing suspect that a tenant is committing benefit fraud we will inform the appropriate agency.

## **11. Exchanging Their Home**

11.1 Most tenants have the right to exchange their home; both social landlords must give written permission for this. We have a policy and procedure specifically relating to Mutual Exchange.

## **12. Assigning Their Home**

12.1 Most tenants have the right to assign their home in certain circumstances. We have a policy and procedure specifically relating to Assignment.

## **13. Running a Business from Home**

13.1 Tenants who wish to run a business from home must obtain permission before doing so. We will consider the nature of the business and whether it would impact negatively on neighbours or pose a risk of damage to the property. Tenants may need planning permission to run a business from home and it is their responsibility to find out if this is required and if necessary to obtain the relevant permission from the local authority.

**Performance Standards:**

At Keeping In Touch (KIT) visits and Estate Inspections, staff will check that residents have the necessary permissions as detailed above.

If any staff from Teign Housing or Templer HomeBuild identify concerns in properties or on estates, they should refer these to the relevant Community Housing Officer or Independence and Wellbeing Advisor so that they can be checked.