

Improvement Voucher Scheme

If you are a council tenant and plan to carry out improvements or have undertaken improvements to your home since 1 June 2007, you may be able to get financial assistance towards the cost of the works.

Do I need permission to make improvements?

Yes. You need to obtain the written permission of the Council before you make the improvements. If you didn't get permission first, you can apply for it when you claim financial assistance through the Voucher Scheme. However in some cases we do refuse permission, and in these cases any improvement work will not be eligible for this scheme.

What kind of improvements can I get financial assistance for?

The Voucher Scheme applies to the following improvements which started on or after 1 June 2007.

- Bath or shower, wash-hand basin or toilet
- Kitchen sink and work surfaces
- Storage cupboards in bathroom or kitchen
- Heating improvements
- Replacement external doors and frames
- Renewable energy efficiency improvements

What can I claim financial assistance for?

- The cost of materials (but not appliances such as cookers and fridges), and
- labour costs (but not your own labour)

You will need to give us an estimate or quotation to show how much your improvements cost.

How is the financial contribution worked out?

We will look at the estimated cost of your improvements. We may value the improvements at a lesser sum, if we think the cost of the proposed improvement is too much, or the quality is higher than that which the Council would normally provide.

You may get up to 33% of the total costs, up to a maximum of £1500. You will be advised of the amount of contribution the Council will make.

How do I obtain financial assistance?

We will require enough information to decide how much financial assistance you will get.

We will need to know:

- Details of the improvement
- A quotation or estimate for the cost of the work
- The date when the work was undertaken/will begin
- Any specifications for products/items
- Any guarantees for the products/items

When will I receive payment?

Payment will be made:

- when the work has been completed, and
- when we have inspected the work to check it is satisfactory.

Please note: This scheme is only open to tenants who have a secure tenancy agreement and have no rent arrears.

If you wish to make a claim please write in to us with all the information listed above.

Please address all correspondence to the Housing Services Team.

We will acknowledge receipt of your request within 5 days. We will try to make a decision on the value of our contribution within 30 days.

You can contact us by:

Writing to: Housing Services,
East Devon District Council,
Knowle, Sidmouth, Devon EX10 8HL

Telephoning: 01395 517458

Email: repairs@eastdevon.gov.uk