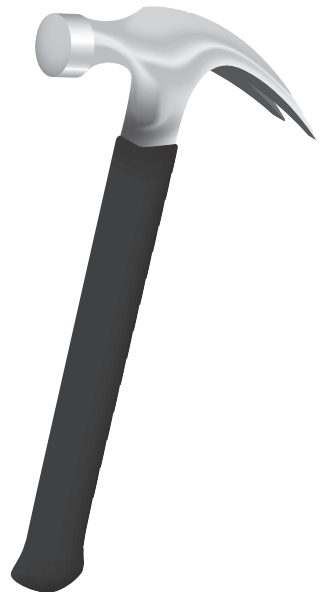


# Improvement Voucher Scheme

If you plan to carry out, or have recently undertaken, improvements to your council home you may be able to get some financial assistance towards the cost of the works.

Please note that we have a limited budget for this work. Applications will be considered in the order in which they are received and only for work about to be undertaken or undertaken within the previous six months. Once the budget has been spent no further grants will be available until the new financial year.

**Further information inside** ➤



## **Do I need permission to make improvements?**

Yes. You need to obtain our written permission 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:

- 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?**

You can claim for assistance with the cost of materials (but not appliances such as cookers and fridges) and labour (but not your own labour). You will need to give us a written estimate or quotation showing the costs of your improvements.

## **How is the financial contribution worked out?**

We will look at the quotation or 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 we would normally provide.

You may get up to 33 per cent of the total costs, up to a maximum of £1,500. You will be advised of the amount of the contribution the Council will make prior to the work starting.

We will try to make a decision on the value of your contribution within thirty days of receiving all the necessary information, which includes:

- details of the improvement
- a quotation or written 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. Sufficient time should be allowed for the cheque issuing process and delivery by the postal services.

### **Making a claim**

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 Technical Services Team. We will acknowledge receipt of your request within five days.

**Important: please note that this scheme is only open to tenants who have a secure tenancy agreement and no rent arrears.**

# How to contact us



**Phone:**

01395 517458 (Monday–Friday, 8.30 AM–5 PM)



**Visit:**

Council Offices, Knowle, Sidmouth, EX10 8HL  
(Monday–Friday, 8.30 AM–5 PM)



**Write:**

Housing, East Devon District Council,  
Knowle, Sidmouth, EX10 8HL



**Email:**

[repairs@eastdevon.gov.uk](mailto:repairs@eastdevon.gov.uk)



**Online:**

[www.eastdevon.gov.uk](http://www.eastdevon.gov.uk)

