



## DECORATION POLICY

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The information in this document is available in other languages or on tape/CD, in large print and also in Braille.

For details contact the Association on 0141 578 0200 or e-mail: [admin@hillheadhousing.org](mailto:admin@hillheadhousing.org)

本文件所載資料備有中文(廣東話)版本，也可以製作成點字帶/光碟，以及利用大字體和盲字印刷，以學系統。  
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# **HILLHEAD HOUSING ASSOCIATION 2000**

## **DECORATION ALLOWANCE POLICY**

### **1. BACKGROUND**

The Association recognises the need to have a policy that is seen to be fair and which addresses the issues surrounding redecoration costs/allowances due to tenants. The policy applies to decoration allowances for new and existing tenants, including tenants who are part of the Association's planned renewal contracts. The allowance is to assist with the cost of redecoration, individual tenants are free to choose what standard/range of paper/paint they purchase using the allowance.

### **2. USE OF DECORATION ALLOWANCES**

#### **VOIDS**

- 2.1 Where decoration is required to a void property in order to bring it up to a lettable standard, the Association will seek in general to have such decoration carried out by the incoming tenant.

To help the new tenant carry out this work, the Association will operate a scheme to provide vouchers for decorative materials to the tenant i.e. the tenant will carry out the works but the Association will contribute to the cost of the associated materials.2.2

The Association will only provide vouchers for areas that are considered poor by the Property Services Officer.

- 2.3 Where a property is being let to a person who has no able-bodied member of their household to help decorate, the Association will consider carrying out decoration work. The decision to carry out this work will be at the discretion of the Depute Director/ Head of Assets.

#### **Exclusions**

- 2.4 The Association will not carry out decoration works or issue decoration allowances where the incoming tenant is one of the parties to a mutual exchange or is succeeding to the tenancy following the death of the previous tenant or is having the tenancy assigned to them by the outgoing tenant.

#### **PLANNED MAINTENANCE WORKS**

- 2.5 Where the Association is carrying out component replacement works, tenants will be offered vouchers to compensate for damage caused to decoration arising from the works. The amount offered will depend on the extent of the damage and will be limited only to the areas affected e.g.

- If a fireplace wall has had the fireplace bricked-up and plastered, the allowance will only be for the decoration of the one wall affected by the works and not the entire room, or;
- If a radiator is moved from a wall to a different wall or is a different size from the one removed, the allowance will only cover the decoration of the wall affected by the works and not the entire room.

The allowance will be made on the basis of the existing wall covering, i.e. wallpaper or paint.

- 2.6 The Association will only offer an allowance to cover the decoration of replacement doors and other new, timber replacement works. Where one length of skirting is replaced due to the wall being plastered, a sufficient allowance will be made to cover the painting of that one length of skirting.

### **REACTIVE MAINTENANCE WORKS**

- 2.7 The Association will only offer a decoration allowance if the internal damage was caused as a result of failures in relation to the external building fabric e.g. if the building fabric has allowed water penetration to affect the internal areas of the property.

Tenants are expected to have their own home contents insurance to cover damage to decoration as a result of water penetration caused by flood or leaking pipe work.

## **3. PRE-END OF TENANCY INSPECTION**

The Association's Property Services Officer pre-inspects properties as soon as the outgoing tenant has given notice. The purpose of this inspection is to identify items of repair that are the responsibility of the outgoing tenant. This will include redecoration of all or part of the dwelling by the outgoing tenant to meet the decoration standards adopted by the Association. This will apply only if the standard of decoration is poor and where the Association will require redecorating the property or offering any incoming tenant a decoration allowance.

## **4. DECORATION STANDARDS**

- 4.1 The Property Services Officer carrying out the pre-termination inspection will assess the standard of decoration taking account of any fair wear and tear.
- 4.2 Where an outgoing tenant fails to bring their decoration up to an acceptable standard prior to the termination of their tenancy, the Association reserves the right to recharge the tenant any costs incurred to bring the property up to an acceptable standard.
- 4.3 Incoming tenants may be offered a decoration allowance based on the decoration work required to bring the property up to a lettable standard. The allowance will be based on the cost of materials only (with the labour being provided by the tenant).

The cost of the materials will be based on an average cost of wallpaper and standard paint prices. B&Q is the Association's nominated supplier of decoration materials and the allowance will be based on their current prices at the time of the policy review. An allowance will be issued via B&Q vouchers

- 4.4 In instances where decoration works are carried out by the Association, only existing wall coverings and woodwork will be painted. The Association will not completely strip wall coverings unless deemed absolutely necessary.
- 4.5 The Association will consider requests from incoming tenants to strip wallpaper that is deemed offensive but that would otherwise be assessed as being in good condition by the Property Services Officer.
- 4.6 The Association will adopt a standard colour scheme for decoration works, similar to that in new-build properties i.e.
- Walls.....Magnolia or White matt emulsion
  - Ceilings.....White matt emulsion
  - Woodwork.....White gloss

## 5. LEVELS OF DECORATION ALLOWANCE

The Association will apply a level of allowance sufficient to cover the reasonable costs of materials such as paper and paint. The table shown below indicates the levels of decoration allowance on a room by room basis. The level of allowance on any particular property will depend on the overall assessment of the work required as determined by the Property Services Officer during their assessment.

Decoration Allowance November 2022

| <b>PAINTING</b>         | <b>Average amount Required</b> | <b>Average allowance</b>                                                              |
|-------------------------|--------------------------------|---------------------------------------------------------------------------------------|
| Woodwork - gloss        | 1 coat gloss                   | £25.00 per tin (maximum of 2 tins per property) Price based Johnstone quick dry gloss |
| Ceilings-emulsion white | 2 coats emulsion               | £11.00 per room                                                                       |
| Walls-emulsion colour   | 2 coats emulsion               | £22.00 per room                                                                       |

| <b>PAPERING (per room)</b> | <b>Allowance per roll</b> | <b>Average rolls required</b> | <b>Average allowance per room (in £'s)</b> |
|----------------------------|---------------------------|-------------------------------|--------------------------------------------|
| Living Room                | <b>£12.00</b>             | 9 rolls                       | <b>£99.00</b>                              |
| Bathroom                   | <b>£14.00</b>             | 4 rolls                       | <b>£56.00</b>                              |
| Kitchen                    | <b>£14.00</b>             | 4 rolls                       | <b>£56.00</b>                              |
| Double Bedroom             | <b>£12.00</b>             | 8 rolls                       | <b>£88.00</b>                              |
| Single Bedroom             | <b>£12.00</b>             | 6 rolls                       | <b>£66.00</b>                              |
| Hall                       | <b>£12.00</b>             | 5 rolls                       | <b>£55.00</b>                              |
| Hall/Stair/Landing         | <b>£12.00</b>             | 9 rolls                       | <b>£99.00</b>                              |

Where the tenant is to receive a decoration allowance and the overall value of the decoration allowance exceeds £150, the tenant will receive the allowance in equal parts, with no single part exceeding £150. Checks will be made by staff before a subsequent voucher is issued that the initial voucher has been used for the purpose intended and the decorative finish is to a standard acceptable to the Association's Property Services Officer.

### **Example**

Total Decoration Allowance = £180

Tenant will receive 2 equal Allowances of £90

### ***Increase of Decoration Allowances***

Where a void property may be more difficult to let than others, the Depute Director/Head of Assets have the discretion, subject to budget availability, to increase the decoration allowance by up to 100% to encourage acceptance of offers. In other circumstances, the Association may make the decision to carry out the works themselves, prior to letting the property.

### ***Market Rates***

Market Rates will be assessed each year via appropriate comparisons, for example B&Q & Dulux Decorator Centre. Allowances will be issued based on average cost of materials of mid range products. Current prices of paint are based on the B&Q "Good Home" shown on their web site during November 2025. Likewise average allowance per roll of wallpaper has been assessed via B&Q website. B&Q provides the customer with a wide range of choice, in comparison to the Decorator Centre, where only Dulux products are available.

## **6. ADMINISTRATION OF THE SCHEME**

- 6.1 The Association will provide tenants with B & Q vouchers to allow the Decoration Allowance scheme to operate on a 'voucher redeemable against goods' basis. Accordingly, the Association will not issue decoration allowances to tenants either in the form of cash or cheques.
- 6.2 The Association's Depute Director/Head of Assets will request the use of the Association's credit card to purchase the B&Q vouchers after assessing the value of the vouchers to be granted. Property Services staff will fill in a pro-forma with full details of the tenant and the amount granted, and thereafter have the amount verified by the Finance Officer/Assistant.
- 6.3 Tenants will be asked to sign the Association's pro-forma agreeing the level of allowance before it is granted.
- 6.4 Tenants will be able to choose from the full range of papers and paints available in B & Q. Where the goods chosen exceed the value of the vouchers, the tenant will pay the difference.
- 6.5 Tenants that have been granted a decoration allowance and who fail to uplift the vouchers within 6 months of being notified that the vouchers are available will lose their allowance. It may be possible to e mail the voucher directly to the tenant.

## **7. POST INSPECTION**

The Property Services Officer will, where possible carry out post-inspections of decoration work carried out by tenants to ensure that they have used the decoration allowance for the purpose intended and that the work is to an acceptable standard. Where the tenant has failed to use the allowance for decoration or has decorated to an unacceptable standard, the Association may consider recharging them the value of the allowance.

## **8. POLICY REVIEW**

This policy will be reviewed every three years or earlier in line with legal, regulatory or best practice requirements.

## **9. RESPONSIBILITY**

The Depute/Director/Head of Assets will be responsible for ensuring that this policy is implemented, monitored and reviewed as required.