



HARD FLOORING POLICY

POLICY NO. 48

Date Reviewed:	August 2024
Date of Next Review:	August 2029
Regulatory Standards of Governance and Financial Management	Regulatory Standard 2 The RSL is open about and accountable for what it does. It understands and takes account of the needs and priorities of its tenants, service users and stakeholders. And its primary focus is the sustainable achievement of these priorities. Guidance: 2.1, 2.4 Regulatory Standard 5 The RSL conducts its affairs with honesty and integrity. Guidance: 5.1

1. INTRODUCTION

The fitting of hardwood/laminate and tiled flooring within the home has recently become more common, and whilst the Association does not wish to excessively restrict the use of these, a number of problems have arisen as a result. The most common problems have been:

- (i) Complaints from tenants, who live directly below flats with hard flooring in them, about noise level.
- (ii) Problems with gaining access to sub-floor areas (e.g. where an electrical repair is necessary) without causing damage to the floor and floorboards.
- (iii) Damage caused to floorboards and skirting boards when flooring has to be removed at termination of tenancy.

This policy sets out the restrictions on the use of laminate flooring and tenants' obligations when terminating their tenancy.

2. SCOTTISH SECURE TENANCY AGREEMENT (SSTA)

The SSTA contains three clauses that refer, directly or indirectly, to the use of hard flooring. These are:

5.19 You agree not to fit laminate flooring without written permission. (See S.24).

5.21 You agree to uplift carpets or laminate flooring in your house where it is necessary for repairs to be carried out. We shall advise you before we carry out the repair if we require you to uplift the carpet or laminate flooring.

3. ALTERATIONS AND IMPROVEMENTS

5.24 If you want to:

- *Alter, improve or enlarge the house, fittings or fixtures;*
- *Add new fixtures or fittings (for example kitchen or bathroom installations, central heating or other fixed heaters, double glazing, or any kind of external aerial or satellite dish);*
- *Apply artex finish;*
- *Fit laminate flooring;*
- *Put up a garage, shed or other structure;*

- *Decorate the outside of the house;*

You must first get our written permission. If you make a request to us for permission to carry out alterations or improvements etc to the house, we will reply to you within one month of receipt of the written application. In that reply we will tell you if we agree to the proposed alterations etc and if so, whether we attach any conditions. If we refuse this kind of permission, we will let you know in writing our reasons for refusal within one month of receipt of your written application. We will not refuse permission unreasonably. We may grant permission with conditions including conditions relating to the standard of work. (S10.2). If you are unhappy about our refusal you have the right to make application to the Sheriff. You can appeal against a refusal or the conditions we have attached.

4. POLICY STATEMENT

Tenants who live in flats above ground floor will not be given permission to fit hard flooring in their home. In the event of a complaint, any tenant who has done so will be asked to remove it at their own expense.

Tenants should be aware that access might be required to the sub-floor area in their homes in order to carry out repairs. The Association will not pay for the cost of removing or re-laying any hard flooring or for any damage caused to it when gaining access.

If a tenant is terminating their tenancy they will only be given permission to leave any hard flooring behind if an incoming tenant has been identified and has agreed to adopt the flooring as it is. Otherwise, the outgoing tenant will be required to dispose of the flooring and, if necessary, make good any damage caused at their own expense.

Tenants will only be given permission to lay laminate flooring on the understanding that they use an underlay recommended in the manufacturer's instructions. In the case of tiled flooring, tenants will be advised to fit a ply lining on top of the floorboards.

5. PROCEDURE

All requests for permission should be put in writing to the Association stating which rooms they wish to receive permission for. The Association will respond within one month to any request made, enclosing a copy of its written policy. If it fails to respond within this time, the tenant has the right to assume that permission has been implicitly granted.

6. APPEALS PROCEDURE

Where a decision is disputed a written appeal should be made within 28 days of receiving the decision.

The Housing Manager will review the decision and if it is upheld written reasons will be given. If there has been a procedural failure or factual error that justifies reversing the decision, the appeal will be upheld.

If, following an appeal, the tenant is still dissatisfied recourse can be sought through the Association's Complaints Handling Procedure. This does not affect your statutory right to make application to the Sheriff as per Section 5.24 of your Tenancy Agreement.

7. OUR COMMITMENT TO EQUALITY & DIVERSITY

Glen Housing Association is committed to promoting fair and equal treatment for all and is opposed to any form of unlawful discrimination. We operate an Equality & Diversity Policy which informs all aspects of our business and ensures we adhere to the Equality Act 2010.

In line with our commitment and upon request, the Association can make this Policy available, free of charge, in a variety of alternative formats including large print, audio, Braille and community languages.

8. GENERAL DATA PROTECTION REGULATIONS

The Association will treat all personal data in line with its obligations under the current data protection regulations and its own Privacy Policy. Information regarding how personal data will be used and the basis for processing it is provided in the Association's Fair Processing Notice.

9. POLICY REVIEW

This policy will be reviewed on a five yearly basis to ensure the aims of the policy are being achieved.

