

# DECORATING ALLOWANCE POLICY

27 April 2022

Prepared by:	Emma Crick
Date effective from:	27/04/2022
Policy approved by:	OMT
Review Date:	27/04/2025

EIA Required?	<input type="checkbox"/>
EIA Completed?	<input type="checkbox"/>
Revision number:	5
Lead officer:	Emma Crick

## 1 INTRODUCTION

1.1 Stockport Homes aims to support tenants to create sustainable tenancies and well maintained homes. Most Stockport Homes properties require some decoration at the start of a new tenancy and to support the new tenant in achieving this, in the majority of situations, Stockport Homes will provide the tenant with a decorating allowance, in the form of a gift card or paint pack voucher, enabling them to express choice in how they decorate their home.

1.2 The Decorating Allowance Policy explains in what circumstances a decorating allowance will be provided to tenants.

## 2 STRATEGIC LINKS

2.1 This policy links to the following Stockport Homes policies:

- Empty Homes Management Policy
- Sign Up Policy
- Tenancy Contacts Policy

## 3 KEY FEATURES OF THE POLICY

3.1 The Decorating Allowance Policy aims to deliver value for money for Stockport Homes' tenants and the organisation through offering choice and efficiencies leading to more sustainable tenancies.

3.2 Stockport Homes will allocate tenants with a decorating allowance in the following circumstances:

- 3.2.1 When signing up a new tenant and the Void Officer who completed the viewing has identified that parts of the property require decorating
- 3.2.2 When a Stockport Homes property requires redecoration, e.g., following investment works or extensive repairs and the Surveyor deems this appropriate
- 3.2.3 To resolve or prevent a complaint linked to a tenancy issue. This will only occur when the Head of Property Management or Head of Housing Management agrees this is the appropriate solution.

3.3 A decorating allowance will be issued at a rate outlined in the procedure.

3.4 All decorating gift cards are redeemable at B&Q stores within Stockport and the surrounding areas. A decorating pack voucher can be exchanged at the Johnstone's decorating Centre, Wellington Road.

3.5 Gift cards and vouchers will not be exchanged for cash and are valid for a fixed time period. Any gift card amount not spent will expire in line with the card and will not be re-issued.

3.6 Gift cards are limited to decorating items (including the delivery charge if goods are delivered by B&Q to the home address) and attempts to purchase something not deemed a decorating product will be automatically prohibited. The tenant will be expected to leave the item or purchase it by another means of payment. Vouchers are for a set pack of decorating items which will be discussed at the viewing

3.7 Any tenants who use the decorating allowance but do not then decorate the property or make the goods available to Stockport Homes, can be recharged the cost of the decorating allowance. In these instances, the Neighbourhood Housing Officer will make the decision as to recharge including the amount if not a full recharge.

3.8 In addition to the B&Q decorating gift cards, Stockport Homes works with Johnstones to provide Paint Packs which consist of all key items to decorate a property and are designed with each property size in mind. These packs come with free delivery, providing easier access for customers who may have no access to transport or prefer to receive a pack rather than visiting a store and having extensive choice.

## **4 EQUALITY IMPACT ASSESSMENT**

4.1 An equality impact assessment (EIA) screening has been completed and a full EIA is not required.

4.2 Stockport Homes will support tenants to meet their needs to decorate through the paint packs or use the decorating gift card. These specific circumstances will be identified prior to any tenancy commencing as part of the new tenancy risk assessment.

4.3 Sheltered schemes and accommodation specifically for those 60 years or older or fully adapted properties will be decorated as part of the void works when required.

## **5 OWNERSHIP, MONITORING & REVIEW**

5.1 This Policy is owned by the Operations Directorate and will be monitored by the Operations Management Team.

5.2 The Policy will be reviewed in line with the Operations Management Policy and Procedure Review Schedule.