

SERVITE HOUSING ASSOCIATION

Decorating Allowance Policy

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SERVITE HOUSING ASSOCIATION LTD

POLICY: DECORATION ALLOWANCES

1 INTRODUCTION

- 1.1 This policy sets out the circumstances where Servite Housing Association will give tenants a decoration allowance. This policy applies to all tenants who have a Scottish Secure Tenancy or a Short Scottish Secure Tenancy with the Association and new tenants at the start of the tenancy
- 1.2 A decoration allowance is described in this policy as the payment in vouchers given to assist both new and existing tenants where:
 - a property has been allocated and it does not meet a reasonable standard of decoration. For the purpose of this policy, a property is said to be in an unreasonable standard of decoration when there is extensive damage to wallpaper, smoke stained walls, and so on; or
 - work that has been carried out by the Association, or by a contractor working on behalf of the Association, has caused excessive damage to the interior decoration of the property

2 AIMS & OBJECTIVES

- 2.1 The overall aim of the Decoration Allowance Policy is to assist tenants with the cost of decorating their home and, in doing so, to assist in the efficient and effective maintenance of the Association's housing stock
- 2.2 Decoration allowances are intended as a contribution towards the cost of materials and equipment needed to carry out internal redecoration work. Decoration allowances are intended to allow tenants choice in the decoration of their home. The allowances are not intended to meet the full costs involved.
- 2.3 The award of a decoration allowance does not remove the need for tenants to adequately insure the contents of their homes from damage.
- 2.4 The award of a decoration allowance does not remove the need for staff, carrying out work on behalf of the Association, to take adequate care to ensure that damage does not occur.
- 2.5 The specific objectives of the Decoration Allowance Policy are to:
 - give clear guidance on when a decoration allowance will and will not be paid
 - how much will be paid and in what form
 - what can and cannot be purchased with the decoration allowance
 - publicise the terms of the policy to enable a wider understanding by tenants, staff and the public;

3. APPLICATION

This policy describes the activities and responsibilities of Housing Services Department staff regarding Decoration Allowances.

The Policy applies to all rented, shared ownership and mixed tenure developments owned or managed by the Association.

The Policy complies with the Association's Financial Regulations.

4. EQUAL OPPORTUNITIES STATEMENT

This policy complies with Servite Housing Association's Equal Opportunities Policy. The Association will ensure the promotion of equal opportunities by publishing information and documentation in different formats/languages as required.

The Association will ensure that no individual is discriminated against on the grounds of sexual or marital status, on racial grounds, or on grounds of disability, age, sexual orientation, language or social origin, or other personal attributes, including beliefs, or opinions, such as religious beliefs or political opinion.

All communication with tenants or other customers will be in 'plain language' and it will be made clear who the most appropriate person is to contact in the event of a query. The Association will make appropriate arrangements for communicating with tenants and other customers who have special needs such as people with sight, hearing or learning difficulties, for example by using signers.

5. LEGAL AND REGULATORY FRAMEWORKS

5.1 LEGISLATION

The Association will ensure that the policy complies with current legislation and promotes good practice

The legislation particularly relevant to this Policy includes:

The Housing (Scotland) Act 2001 Section 27 and Schedule 4 states that landlords must carry out any necessary work within a reasonable timescale and make good any damage caused by them in carrying out the work.

The Association requires any contractor to 'make good' any damage that they may have caused e.g. repair and prepare surfaces for redecoration, but not to redecorate.

Para 2.2 of the Association's Scottish Secure Tenancy Agreement states that the tenant must take reasonable care to prevent damage to the decoration of the property.

Para 5.17 of the Association's Scottish Secure Tenancy Agreement states that the tenant is responsible for taking reasonable care of the house. This responsibility includes carrying out some minor repairs and internal decoration. It also includes keeping the house in a reasonable state of cleanliness. Tenants are advised of this when they sign their tenancy agreement.

The Data Protection Act 1998 governs the way information is obtained, recorded, stored, used and then eventually destroyed. The Association complies with all the requirements of the Act and ensures that personal data is processed fairly and lawfully, that it is used for the purpose it was intended and that only relevant information is used. The Association will ensure that information held is accurate, and where necessary kept up to date and that appropriate measures are taken that would prevent the unauthorised or unlawful use of any personal information given.

Freedom of Information Act (Scotland) Act 2002: entitles members of the public to receive information that they request from a public authority, subject to certain exemptions such as the need for the protection of personal data, commercial sensitivity or national security. Although not bound by the Freedom of Information Act (which currently does not extend to RSLs), SHA is not bound by but aims to meet the spirit of the legislation. This Act supersedes the Access to Personal Files Act 1987.

Schedule 7, Housing (Scotland) Act 2001 (Gifts or Hospitality) – when Implement the decoration allowance policy, staff and Committee of Management members involved in the process must ensure that there is no conflict of interest. If there is any doubt or a conflict of interest arises, staff will liaise with their line manager and Committee of Management members will liaise with the Chairperson.

5.2 PERFORMANCE STANDARDS

The following Scottish Housing Regulator Performance Standards are particularly relevant to this Policy:

AS1.5 – We monitor demand for our houses and maximise the use of available housing, keeping empty properties and spaces in our shared accommodation to a minimum. We make sure our properties are of an appropriate lettable standard.

AS2.1 - We provide an efficient and effective responsive repairs service for our tenants.

GS1.2 – we have high-quality written policies and procedures to guide our actions.

GS1.3 - we actively strive for continuous improvement in all we do.

GS2.2 - we have published and are implementing a sound strategy for encouraging and supporting tenants, residents and service users to participate actively in all areas of our work. We support tenants who take an active interest in managing their homes.

GS3.1 – we place the people who want to use our services at the heart of our work. We treat people with respect and are responsive to their views and priorities.

The decoration allowance policy supports the strategic requirements of the Association's Business and Strategic Development Plans and links to the Association's Tenant Participation Strategy, Repairs Policy, Void Management Policy, Equal Opportunity Policy and Risk Management Strategy.

5.3 GOOD PRACTICE

In preparing this policy, Servite has had regard to current best practice guidance including:

- Scottish Housing Regulator: Inspection Guidance
- SFHA Raising Standards: Governance and Accountability
- SFHA Raising Standards: Access to Information
- Chartered Institute of Housing in Scotland: Guide to Data Protection Act
- Chartered Institute of Housing in Scotland: Guide to Freedom of Information Act

6. PROCEDURES

6.1 A decoration allowance may be awarded in any of the following circumstances:

- **Example 1:** when a new tenant moves into a property where the standard of decoration is below a reasonable standard as defined by the minimum letting standard (see void policy);
- **Example 2:** following any responsive repair work carried out by the Association where the decoration has been extensively damaged, at the discretion of the Maintenance Officer; or

- **Example 3:** following any planned maintenance or improvement work carried out by the Association and it is deemed necessary for a decoration allowance to be given, for example, following the installation of new kitchen units.

6.2 All decoration allowances will be issued in the form of vouchers. The value of the voucher will be as detailed in Appendix 1.

6.3 Communal areas such as internal corridors and stairways in blocks of flats and sheltered schemes are the responsibility of the Association and are decorated on a cyclical programme.

6.4 VOIDS

On notification of termination, the Housing Officer or Scheme Manager in Supported accommodation will contact the outgoing tenant and offer to visit them prior to the termination date. The visit will allow the discussion of the tenant's responsibilities prior to leaving the property. At this visit it may be possible to make some assessment of the standard of decoration, although it may be difficult with all furniture in place. Where there is evidence of damage to the property the outgoing tenant will be informed of any possible recharges that they may be responsible for. There may also be a possibility that decoration that has deemed to be good or fair may be subjected to damage or disturbance during void work.

The Minimum Letting Standard guarantees the standard of a home that every customer can expect when signing the Tenancy Agreement. The decorative standard should be fair and consistent and an unbiased allocation of decorating allowances is an important part of that standard. Generally, decorating allowances are awarded as a contribution towards the cost of redecoration at the re-letting stage. At the void inspection, a Maintenance Officer will determine the condition of each room using the prescribed guidelines. The value of the voucher will depend on the condition of the room and which room needs attention.

Decoration allowances will not apply to new tenancies created by mutual exchange and will only be awarded to tenants who transfer if there are no other outstanding debts owed to the Association, such as rent arrears and recharges. The Housing Officer will need to ensure appropriate checks are put in place to ensure there are no outstanding debts, prior to issuing any allowance. In the case of transferring tenants, a full inspection of the vacated property is carried out by the Maintenance Officer before the award is handed over to the tenant at their new property. This may result in a full withdrawal or pro-rata award depending upon the condition of the property.

When a property becomes vacant, as part of the void inspection, the following must be assessed:

- The property's current decorative standard using the guidance ; and
- The possible damage that may occur as a result of future repairs listed on the Void Repair Schedule (some repairs will disturb decorations and mean that a decoration allowance will be required).
- After the initial assessment at void stage, a further assessment of entitlement to decoration allowance will be required by the Maintenance Officer if works to rooms have caused damaged to the décor.
- In all cases, internal and external graffiti will be removed or painted over during the void period, taking into account the guidance for officers on the standard of decoration. Consideration should be given to the internal décor and this may involve painting a whole wall rather than just painting out graffiti.

During an accompanied viewing, the Housing Officer will advise the prospective tenants which rooms have been awarded a decorating allowance. The vouchers are raised by the Housing Officers and given to the new tenant at sign up, with a full explanation of the terms and conditions of the scheme. (See Appendix 2)

The Housing Officer will, as part of the tenant's new tenant visit, inspect the property to confirm that the decorating allowance has been spent appropriately. The visit will take place 6 weeks after commencement of the tenancy. If the decoration of the property is unchanged or the tenant is unable to demonstrate that they have purchased decoration materials, either through the presence of the materials themselves or the receipts for the materials, the Housing Officer may, with the authority of the Housing Services Manager, recharge the tenant for some or all of the value of the tenant allowance.

6.5. OCCUPIED PROPERTIES

Following Responsive Repair

The Association has a legal duty, to make good or compensate for damaged decorations following responsive repair work. Consideration will be given to the area which has suffered disturbance.

Each tenant is entitled to have their damaged decoration reinstated or else be reimbursed towards the cost of having to decorate themselves. Not all repairs will cause damage, but where they do, an allowance will be offered.

Examples of responsive repair work that may result in compensation being paid can include:

- Electrical rewiring following an electrical fault;
- Central heating replacement following total loss of heat from the existing system (where a system cannot be repaired);
- Broken bathroom fittings and associated retiling;
- Loose or detached banister or handrail;
- Leaking roof; or
- Defective damp proof course.

This list is not exhaustive.

It is not possible to specify the exact amount that should be paid per room because in each case the extent of damage to customer decorations and value of those decorations will vary from room to room and house to house.

If a customer claims damage has occurred, a Maintenance Officer will attend. In areas where there has been damage to wallpaper, arrangements should be made to repaper the repaired area so that it matches. Contractors should aim to rectify any damage that has been caused due to a repair whilst they are still at the property. If this is not possible, negotiations will be made with the tenant for a compensatory payment towards on the cost of replacement, taking into account the value of the decorations.

It is essential that the condition and type of decorations are recorded by the Maintenance Officer as part of the audit trail to justify the amount paid.

Following Programmed Works/Improvement

The Association is undertaking a full programme of capital works to ensure all its properties meet the Scottish Housing Quality Standard.

Programmed improvements are defined by case law as being:

“Works executed which result in the delivery of something different in quality to that which was originally let”.

The Association has no legal responsibility to provide a decoration allowance following an improvement to a home. As a good landlord, the organisation feels that it should help customers where decorations have been disturbed following programmed/improvement works. Not all improvement works will cause damage or require the full decoration of a room. This only applies where tenants remain in their homes whilst improvement work is undertaken. The maximum amount to be offered per room will be the same as for a void property.

Examples of programmed works can include:

- Central heating replacement;
- Window/door replacement;
- Kitchen replacement;
- Bathroom replacement;
- Rewiring;

This is not an exhaustive list.

During kitchen replacements, tenants may be given the choice of basic decoration done by the Association or a Decoration Allowance. The decoration provided by the Association will take the form of application of emulsion paint from a limited choice of colours to walls, and white gloss paint or varnish to skirtings, fascias and doors and so on.

During heating system upgrades, tenants may be provided with decoration vouchers to compensate for the damage caused to the decoration throughout the house.

If practical before the contract commences, the Maintenance Officer should clearly identify and inform the tenant of the possible disruption and how it may affect their decoration as a result of the improvements and advise the tenant they will be given with a decoration allowance on the completion the work.

6.6 ASSESSMENT GUIDANCE:

To ensure that the decoration assessment standards are consistent across the stock the following procedure notes will ensure that Officers follow strict guidance which should remove any impartiality against their own taste and style. Any rooms assessed as being in poor condition will be awarded a decoration allowance. This allowance is not designed to cover the cost of the work, but is granted to assist with the redecoration of the home.

A decoration allowance will not be awarded where:-

- All decoration, whether old or new, is intact – no major tears or strips of wallpaper should be missing;
- There are no visible graffiti or stains from smoke/water damage on the interior or exterior of the property;
- No areas of missing wall paper or areas that are damaged or defaced;
- There are faint marks on the walls from pictures
- Condition should relate to the standard in which the paper/paint has been applied and not to taste and colour;
- Obvious damage has been caused by an existing tenant
- The interior decoration of a property is not the incoming tenant's personal taste (unless the decoration is a dark or strong colour that would prove costly to change, for example black);
- A payment is sought following an incident a tenant should have been insured for;
- A new tenancy is beginning as a result of mutual exchange.

No decoration allowance will be awarded for a room where the Association, or its contractor, has already completed decoration.

An allowance may be awarded where:-

- Areas of room are either undecorated or in a very dirty condition;
- Wallpaper is peeling or badly discoloured;
- There are partially stripped rooms, badly torn wallpaper that would prove unacceptable to live with, walls poorly painted where extensive work is required to correct;
- The wallpaper is considerably torn;
- The walls are badly marked or smoke stained;
- The walls have been cleaned but continue to look dirty;
- The woodwork has been badly chipped/painted, the paint is peeling off or it has been painted a dark or strong colour that is not easily covered up.

The above list shows examples only and is not an exhaustive list of circumstances where a decoration allowance may be awarded.

6.8 VULNERABLE TENANTS

The Association recognises that some tenants in accommodation with support are vulnerable because of their age or disability and as a result, even with a decoration allowance scheme in operation, many possess neither the skill nor ability to carry out decoration of their home to an acceptable standard. Because of this decoration allowances will not normally be offered to new or existing tenants in the Association's accommodation with support. Instead, consideration will be given to the merits of decoration being undertaken by the Association's contractors and this will be discussed in advance with the incoming tenant.

In the Association's amenity and general needs stock, where a new tenant indicates that they will have difficulty carrying out decoration works themselves because of a disability, or physical or mental impairment, the Association will, in exceptional circumstances, offer a decoration service.

The decoration service is available as an alternative to the Decoration Allowance and is only available for the rooms which have been previously identified as requiring a Decoration Allowance. The decoration will comprise the of application of emulsion paint from a limited choice of colours to walls, and white gloss paint to skirting's, fascias, doors and so on. The Association will not apply tenant's own wall coverings and will not lay floor coverings.

To qualify for this service the tenant(s) must:

- have a physical or mental impairment which has a substantial and long-term adverse effect on his ability to carry out normal day to day activities
AND;
- be in receipt of benefits such as Disability Living Allowance, Disabled Person's Tax Credit; Severe Disablement Allowance, Incapacity Benefit, Attendance Allowance or other similar benefits paid to persons with physical impairments. Tenants will be required to verify receipt of benefits by showing their Award Letter, payment book and so on,
OR;
- be registered blind;
OR;
- have special social or medical reasons to have the decoration work undertaken by the Association. The Association will use its discretion to establish eligibility on this ground. Verification may be requested from a GP, Social Worker, Housing Support Provider or

other appropriate professional, but may not be required where evidence is clearly visible.

AND;

- have no adult member of the household who could reasonably be expected to carry out the work;

AND;

- have no family members who could reasonably be expected to carry out the work. The Association will use its discretion to establish eligibility on this ground.

Tenants who qualify for, and wish to use this service must agree that their tenancy will begin on the same date as it would have if they were receiving the Decoration Allowance. Tenants will be expected to allow the Association's contractor access to the property to carry out the decoration works. Tenants will be expected to move their personal possessions, as far as possible, especially ornaments and other fragile or valuable items in preparation for the decoration works.

Tenants who qualify, and wish to use this service should access it through their Housing Officer.

6.9 GENERAL

All decoration allowances will be issued in the form of vouchers

Decoration allowances awarded to tenants will, where possible, be collected in person by the tenant(s). Before the tenant is given the allowance he/she will be asked to provide proof of his/her identity if not known to the member of staff issuing the voucher(s).

Where it is not possible for a tenant to collect the allowance in person, for example a tenant lives in a remote area; the allowance will be posted using recorded delivery. A receipt will be enclosed with the allowance for the tenant to sign and return to the Association

Vouchers will be valid for only 60 days. However, a tenant may be given an extension to this time scale where their situation warrants this, for example, following a family bereavement or prolonged illness. An extension may be given at the discretion of the Housing Services Manager.

Decoration vouchers can only be used in any Homebase store. An up-to-date list of store locations and the conditions attached to their use will be provided.

Where the cost of the tenant's chosen materials exceeds the amount of their decoration allowance, the tenant will be expected to make up the difference. No credit notes will be given where a tenant fails to use the full monetary value of the voucher(s). Vouchers cannot be exchanged for cash.

VOUCHERS CAN BE USED TO BUY:

- Abrasives
Sander sheets / Steel wool / Masking tape
- Brushes
Paint / Paste / Rollers & Trays / Paste bucket
- Cleaning
White spirit / Brush restorer / Turps substitute / Methylated spirit / Sugar soap / Wallpaper stripper
- Decorating Sundries
Fillers/Abrasives / Internal sealants / Shower sealants / PVA Putty / Grout
- Paint
Primers / Undercoats / Gloss / Emulsion / Textured paints / Artex / Masonry / Anti-damp / Wood care treatment / Shed & Fence

- Tools
Paint scraper / Wallpaper edger / Filler knife / Safety knife / Stripping knife / Varnish & Paint removers / Mould cleaner / Tile cutter / Wallpaper stripper / Wallpaper scourer / Grout spreader / Dust sheets / Wall coverings / Lining paper
- Wall Coverings
Glass paper / Embossed whites / Woodchip / Borders / Wall tiles
- Miscellaneous
Handy packs (include nails/screws)

VOUCHERS CANNOT BE USED TO BUY:

- Electrical equipment such as sanders, drills, and steam strippers
- Hand tools such as hammers, pliers and screwdrivers
- Ceramic floor tiles
- Vinyl floor tiles
- Step ladders
- Electrical fittings
- Bathroom cabinets
- Mirrors
- Carpets
- Vinyl flooring
- Any other products that are not decorating materials

Once issued to the tenant, vouchers become the tenant's responsibility. Lost, damaged, defaced or stolen vouchers will only be replaced at the discretion of the Housing Services Manager, following appropriate enquiries.

All other property related allowances will be paid by either cheque or BCAS payment directly to the tenant. Payments to be made in accordance to the Financial Regulations. Where a tenant has an outstanding debt to the Association, e.g. rent arrears or rechargeable repairs, the tenant will be advised that unless the debt is cleared the value of any decoration allowance will be reduced by the value of the debt.

7. Sustainability Implications

7.1 This policy has no direct sustainability implications.

8. Risk Management

8.1 The Management Committee will consider the risk management factors of Decoration Allowances including:

- Non-compliance with The Scottish Housing Regulators Performance Standards,
- The potential harm to the Association's reputation as a provider of quality housing developments as a consequence of not introducing this policy.

9. Tenant Participation

9.1 The Association has consulted with tenants and staff when formulating the Decoration Allowance Policy in accordance with the regulatory and legislative requirements of the Housing (Scotland) Act 2001.

10. Complaints Procedure

- 10.1 Any tenant, sharing owner, owner and potential tenant may submit a complaint, using the Association's complaints procedure if it is felt that the Association has failed not to correctly apply the Decoration Allowance Policy.

11. Performance Monitoring

- 11.1 The Director of Housing Services will have overall responsibility for monitoring standards covering this policy and provide an annual report to the Management Committee to include items such as:

- the number of tenants who received a decoration allowance when their tenancy began;
- the number of tenants who received a decoration allowance following response repair work carried out by the Association;
- the number of tenants who received a decoration allowance following repair or improvement works carried out by the Association; and
- Any other significant matters arising;
- Monitoring trends, including spend against budget;
- Checking that the service is effective and fair to all tenants, potential tenants, sharing owners and owners.

12. Policy Review

- 12.1 The Association will carry out a further review of the tenant allowance policy in 2011. Amendments may be made as required following consultation with service users and other agencies.

APPENDIX 1

DECORATION ALLOWANCES FROM 1 JUNE 2009

DECORATION ALLOWANCE

The following rooms can qualify for a decoration allowance, subject to the house size, a maximum allowance being applied to the final decoration allowance awarded:

| <u>Room</u> | <u>Allowance (£)</u> |
|------------------------------|----------------------|
| Livingroom | £50 |
| Living room/bedroom (bedsit) | £50 |
| Kitchen / Dining Room | £50 |
| Kitchen | £35 |
| Bedroom | £35 |
| Bathroom | £30 |
| Hall / Stair / Landing | £50 |
| Hall (flats only) | £30 |
| Dining Room | £35 |

Maximum total voucher for size of property will be limited to:

| | |
|--------|------|
| Bedsit | £120 |
| 1 bed | £150 |
| 2 bed | £185 |
| 3 bed | £270 |
| 4 bed | £305 |

*No allowance is paid for a separate WC or box room (i.e. a room less than 50 square feet).

GENERAL

There may be other occasions when The Housing Manager may sanction discretionary awards in cases of accidental damage and where tenants may be disadvantaged

An annual review of all allowance rates will be carried out on 1 April each year.

APPENDIX 2



Tenant Guide to the Decoration Voucher Scheme

Your Decorating Vouchers can only be used to purchase decorating materials from your local **Homebase** store.

Your local **Homebase** will provide you with any information that you need to help you to decide which goods to buy and will be happy to advise you about the range of materials that you could buy with your vouchers.

Vouchers must be used within 6 months of the date of issue, if you have not used them within the date the vouchers become invalid.

When are Decoration Vouchers given?

Decorating vouchers are only given where:

- Your decoration is damaged as a result of work we have carried out within your home,
- If you are a new tenant and the property we have offered you is in poor decorative condition. The standard relates to the condition of the paper / paint and **not** to taste and colour.

How is the amount of decoration vouchers worked out?

The amount of vouchers given is paid according to the following table according to the number of rooms where the decoration is damaged.

| Room | Allowance (£) |
|------------------------|---------------|
| Livingroom | £50 |
| Kitchen / Dining Room | £50 |
| Kitchen | £35 |
| Bedroom | £35 |
| Bathroom | £30 |
| Hall / Stair / Landing | £50 |
| Hall (flats only) | £30 |
| Dining Room | £35 |
| Cloakroom | £20 |

Maximum total voucher for size of property will be limited to:

- 1 bed £150
- 2 bed £185
- 3 bed £270
- 4 bed £305

*No allowance is paid for a separate WC or box room (i.e. a room less the 50 square feet).

Tenants who are transferring to another Servite property

Where tenants transfer from one of our homes to another the amount you are paid will depend on the condition of the decoration in the home you left. The decorating allowance we have to pay on the home you are leaving will be offset against the decorating allowance on your new home. In some cases, this process could lead to no allowance being paid.

Where can I use the decoration vouchers?

Decoration vouchers can only be used in **Homebase** Stores.

Store locator

DUNDEE – Unit 12/13, Kingsway Retail Park, Dundee

PERTH – St. Catherine's Retail Park, Old Market Place, Perth

GLENROTHES – Pentland Park, Saltire Centre, Glenrothes

DUNFERMLINE – Halbeath Retail Park, Halbeath Road, Dunfermline

STIRLING – Unit 1, Sprinkerse Retail Park, Munton Road, Stirling

What can you use your decorating vouchers for?

Homebase decorating vouchers can be used to purchase (or part purchase) any of the decorating materials shown in the list below:

- **Abrasives**

Sander sheets / Steel wool / Masking tape

- **Brushes**

Paint / Paste / Rollers & Trays / Paste bucket

- **Cleaning**

White spirit / Brush restorer / Turps substitute / Methylated spirit / Sugar soap / Wallpaper stripper

- **Decorating Sundries**

Fillers/Abrasives / Internal sealants / Shower sealants / PVA Putty / Grout

- **Paint**

Primers / Undercoats / Gloss / Emulsion / Textured paints / Artex / Masonry /Anti-damp / Wood care treatment / Shed & Fence

- **Tools**

Paint scraper / Wallpaper edger / Filler knife / Safety knife / Stripping knife / Varnish & Paint removers / Mould cleaner / Tile cutter / Wallpaper stripper / Wallpaper scourer / Grout spreader / Dust sheets / Wall coverings / Lining paper

- **Wall Coverings**

Glass paper / Embossed whites / Woodchip / Borders / Wall tiles

- **Miscellaneous**

Handy packs (include nails/screws)

You cannot use the Decorating Vouchers to buy:

- Electrical equipment such as sanders, drills, and steam strippers
- Hand tools such as hammers, pliers and screwdrivers
- Ceramic floor tiles
- Vinyl floor tiles
- Step ladders
- Electrical fittings
- Bathroom cabinets
- Mirrors
- Carpets
- Vinyl flooring
- Any other products that are not decorating materials

Keeping your vouchers secure

It is important that you keep your decoration vouchers safe and secure before you use them. We are unable to replace any lost or stolen vouchers.

For you added security we have asked **Homebase** to carry out a number of checks to ensure that the person using the Decorating Voucher is the person for who they were intended. Please co-operate with the staff as this is being done to help prevent the Decorating Voucher system being abused.

Obtaining your decoration materials

Homebase are unable to give any change for a Decorating Voucher and cannot provide cash refunds or exchange goods for non-decorating products.

Homebase will provide an itemised sales receipt for the decorating materials that you have chosen.

You may purchase decorating materials over the value of the Decorating Voucher(s) using your own money if you wish.

What happens if I do not do the Decorating?

You are required to keep your home in reasonable decorative condition. If you leave your home in poor condition we may charge you for putting it into reasonable condition for the new tenant.

Further Advice

If you need any further advice about your Decorating Voucher(s) please contact your Housing Officer.