

Private Sector Renewal Policy

1. Introduction

- 1.1. This scheme details how Ashford Borough Council (“the Council”) intends to use its powers under the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 to improve the quality of privately owned homes for those most in need.
- 1.2. The Regulatory Reform Order gives local authorities the power to adopt housing assistance policies to improve living conditions in their area.
- 1.3. This document sets out the assistance that will be available once this Housing Assistance Policy has been adopted and published. In revising this policy, the following key documents have been taken into account.
 - (a) Community Strategy
 - (b) Housing Strategy 2008 - 2011
 - (c) Homelessness Strategy
 - (d) South East Regional Housing Strategy 2006-2009
- 1.4. Mandatory Disabled Facilities Grants will remain payable under the Housing Grants, Construction and Regeneration Act 1996. This policy details all other housing assistance that will be made available to help eligible applicants improve their homes.

2. Links to Government and Regional Policy

2.1. National Context

The Government set out the national agenda for housing in the Housing Green Paper – “Quality and Choice: A Decent Home for all, 2000” and “Sustainable Communities: Building for the Future, 2003”. The key theme from these in relation to the housing assistance policy is:

- (a) To enable everyone in the South East to have a decent home, tackle fuel poverty, promote social cohesion, well being and independence
- (b) To encourage sustainable home ownership.

2.2. Regional Context

The vision of the South East Regional Housing Strategy is:

“A region with a sufficient supply of quality homes in attractive, well-managed and sustainable neighbourhoods. This will include homes in a range of sizes, types and tenures to accommodate the diverse needs of the people of the South East and which foster mixed and inclusive communities”.

Within the Regional Housing Strategy there are several of the key objectives that impact on existing private sector housing, namely:

- (a) Increasing the overall housing supply to meet supply targets, including the supply of affordable housing
- (b) Tackling areas requiring regeneration and renewal
- (c) Tackling homelessness and the need for supported housing
- (d) Improving the quality and sustainability of the housing stock, both new and old.

This housing assistance policy will seek to contribute to these objectives.

3. Link to the Council's Strategic Aims, Objectives and Priorities

3.1. Local Context

The Council's mission is:- 'To protect and improve the quality of life of every resident in the Borough, now and in the future.'

4. Link to the Council's Housing Strategy

4.1. The Housing Strategy sets out priorities and actions to tackle identified housing needs in the borough.

4.2. The strategic priorities in the Housing Strategy (2008 – 2011) are:

- **Increasing the supply of homes**
- **Developing sustainable communities**
- **Supporting independence**
- **Ensuring homes of decent quality**
- **Providing accessible information on housing choices**

5. Key Priorities of the Policy

5.1. The overall objectives of the housing assistance detailed in this policy will be to:

- (a) Target assistance to ensure homes meet the Decent Homes Standard
- (b) Ensure properties are suitable for the occupiers needs
- (c) Improve the security of homes
- (d) Ensure properties are adequately heated and insulated
- (e) Promote the use of renewable energy
- (f) Bring empty properties back into use
- (g) Increase the supply of decent rented accommodation.

6. Funding and Resources to Implement the Policy

6.1. The Council will benefit from an additional £906,943 over the next three years, 2008-11, from the Regional Housing Board for private sector renewal (indicative figures to be confirmed by government at the start of each financial year). It is anticipated that grant monies recovered under repayment conditions or any breach of grant conditions will be repaid into the capital

budget for private sector renewal, thus allowing money to be “recycled”. The promotion of this policy and assistance available will be proportionate to the available capital budget.

7. Types of Assistance Available

- 7.1. Housing assistance may be offered by the Council towards the cost of the improvement, repair or adaptation of living accommodation including mobile homes and houseboats.
- 7.2. The assistance may be in any form including, but not restricted to, advice, grant assistance and loan assistance via an intermediary party, for example the Home Improvement Agency.
- 7.3. Housing assistance grant where a means test is required will be determined using the means test under the Housing Grants, Construction and Regeneration Act 1996.

Other housing assistance will be in some cases by reference to whether the applicant is in receipt of an income or disability related benefit. The Council will determine the eligible works.

The detailed assistance available under this policy is given in the “Housing Assistance Scheme”; a summary is shown in Appendix 1.

- 7.4. Grant assistance is **not** available for the following:
 - (a) Those dwellings that fall outside the definition of residential premises in accordance with the Housing Act 2004 Chapter 1 paragraph 1 (4) or those that fall outside of the Housing Grants, Construction and Regeneration Act 1996.
 - (b) Cosmetic repairs such as redecoration or cleaning
 - (c) Replacement of windows and doors which are in reasonable repair as determined under criteria 2 of the Decent Homes Standard
 - (d) Finishing DIY jobs started by the owner or others, unless there are extenuating circumstances
 - (e) Refurbishment of existing bathrooms and kitchens which meet the decent home criteria of reasonably modern facilities (unless to meet a disabled person’s needs)
 - (f) Works which would normally be covered by a household insurance policy
 - (g) Works which have already been completed.
- 7.5. The Council retains the right to apply a maximum amount payable in respect of individual approvals for grant assistance. The Council retains the right at any time to introduce a mechanism for further prioritisation of grant assistance under this policy to reflect budgetary requirements at the time. Further details of prioritisation criteria is at Appendix 2.

8. Process for Applying for Assistance under the Policy

- 8.1. The Council will provide all the relevant forms to be completed to apply for assistance under this policy. These forms should be submitted, as a complete application, to the Council when all the information required as detailed in the eligibility criteria is available. If all the information required is not provided the application will not be treated as complete and will not be considered for approval.
- 8.2. The Council may also supply forms via an appointed agency such as the Home Improvement Agency or CEN who will deal with the applicant directly in relation to the completion of the application and also the financial assessment required under means testing.
- 8.3. The Council will notify an applicant for assistance whether their application is approved or refused. The notification will be in writing as soon as reasonably practicable and in any event, no later than three months after a complete application is received. Grants will be approved by officers authorised by the Head of Housing. Applications made via CEN will be notified of the outcome directly by CEN.
- 8.4. If the application is approved, the notification will also specify the works, which are eligible for assistance, the value of the assistance and the form that the assistance will take. The approval will also indicate whether the grant or loan is repayable and the terms for this.
- 8.5. If the application is refused, the Council will explain the reasons for the refusal and the procedure for appealing against the decision.

9. Conditions Attached to Assistance under the Policy

Eligibility conditions

- 9.1. The following conditions apply for ALL grant assistance under this policy:
 - (a) The applicant must be least 18 years of age at the date of application for assistance.
 - (b) The dwelling that is the subject of the assistance must have been built at least ten years ago at the date of application for assistance, unless the Council agrees otherwise. This does not apply to any assistance being given to adapt a property to meet disabled persons' needs.
 - (c) The applicant must live in the dwelling as his or her main residence (except where the applicant is a landlord) or it is an empty home AND have an owner's interest in the dwelling OR be a tenant of the dwelling, alone or jointly with others AND have a responsibility to carry out the works in question or have the owner's consent to do so.
- 9.2. An application for assistance shall be in a form prescribed by the Council and shall include ALL of the following:
 - (a) A completed application form including details of the applicant, the property, financial information (where necessary) and a signed declaration by the applicant

- (b) Full particulars including, where relevant, plans and specifications, of the works for which assistance is sought (“the eligible works”)
- (c) At least two estimates from different contractors showing a breakdown of the cost of carrying out the eligible works, unless the Council otherwise agrees to only one estimate, in any particular case
- (d) Full particulars of any professional fees and other charges/expenses which relate to the preparation for and carrying out of the eligible works;
- (e) Consent from the applicant to allow the Council to confirm an owner or tenant or occupier of a dwelling.
- (f) Consent in writing from all the owners of the dwelling to the carrying out of the eligible works
- (g) A declaration to be signed confirming to repay the grant if the grant conditions are breached
- (h) If the applicant is a landlord, a written agreement to let the dwelling as a residence at a negotiated reasonable rent to persons nominated by the Council throughout the required period following the date of completion of works or such other period of time as may be agreed between the applicant and the Council
- (i) If the applicant is a landlord, a written agreement to make available for letting the dwelling as a residence throughout the period referred to in the detailed housing assistance scheme following the date of completion of works or such other period of time as may be agreed between the applicant and the Council.

9.3. Where the dwelling to which an application relates is a shared ownership property, the applicant should, unless there are extenuating circumstances, have lived in the property for at least five years before the date of application for grant assistance. This does not apply to any assistance being given to adapt a property to meet a disabled person’s needs.

9.4. Where the dwelling to which an application relates is a mobile home or houseboat, the following eligibility criteria will apply:

- the applicant should, unless extenuating circumstances apply, for example if the applicant is deemed as vulnerable because of health risks and/or age, have lived in the mobile home or houseboat for at least five years before the date of application for financial assistance. This does not apply to any assistance provided to adapt a property to meet the needs of a disabled person; and
- the mobile home or houseboat should be on an authorised site or mooring which is for permanent residential use; and
- financial assistance will not be provided where the works required are to meet the requirements of a caravan site licence under the Caravan Sites and Control of Development Act 1960.

9.5. Application for Housing Assistance will not be approved where applicants are in arrears with Council Tax payments.

Payment conditions

- 9.6. The following conditions apply to ALL applications for grant assistance under this policy.

The grant assistance will only be paid if:

- (a) Other sources of funding have been fully investigated, such as the Warm Front government grant for energy efficiency measures.
 - (b) The housing assistance works are completed within twelve months from the date of approval or such further period extended as agreed by the Council following notification in writing
 - (c) The works are carried out in accordance with such specifications as the Council determines
 - (d) The contractor, on whose estimate the assistance was based, unless the Council agrees otherwise in writing, carries out the associated works
 - (e) The works are executed to the satisfaction of the Council
 - (f) The Council is provided with an acceptable invoice, demand or receipt for payment of works and any other professional fees and other charges. An invoice, demand or receipt from the applicant or a member of his/her family is not acceptable.
 - (g) The applicant provides a certificate of owner occupation or letting for a period of five years.
- 9.7. The Council will pay grants direct to the contractor on behalf of the applicant either in instalments as works proceed or in one lump sum following completion of the works.
- 9.8. Where grant is payable but the works have not been executed to the satisfaction of the Council, the Council may withhold payment from the contractor.

Repayment conditions

- 9.9. The majority of the different forms of grant assistance will require repayment when the property is sold, further details on the grant repayment period for the individual grants is shown in Appendix 1. No interest on the original grant assistance will be charged. This will ensure that grant funding is recycled to fund future grants. The grant assistance will be registered as a local land charge on completion of works.
- 9.10. The following conditions apply to applications for grant assistance under this policy:
- (a) If the Council becomes aware that the applicant(s) was not actually entitled to the grant at the time when the grant was agreed then no further payments of grant shall be paid. The Council may demand repayment of the grant already paid together with interest, at a reasonable rate determined by the Council.

- (b) If an owner of the dwelling to which an application relates ceases to be the owner before the works are completed he/she shall repay to the Council on demand the amount of assistance that has been paid.
- (c) If an owner of the dwelling to which an application relates ceases to be the owner within the specified grant condition period the Council may demand repayment of the relevant amount of assistance that has been paid to the applicant.
- (d) If the owner of the dwelling to which the application relates ceases to be the owner within the required grant condition period due to their death the grant condition period will continue to be in force, if the property is occupied by one of the beneficiaries.
- (e) For landlord assistance if the owner of the dwelling to which the application relates ceases to let the dwelling in accordance with the required nomination period the Council may demand repayment of the amount of assistance that has been paid.

9.11. Where the Council has the right to demand repayment but there are extenuating circumstances for example, the applicant having to reside in a care or residential home, they may determine not to demand repayment or to demand a lesser amount. The Council may charge interest on the amount recovered. This decision will be made by the Head of Housing, in consultation with the Head of Finance.

Other Conditions

9.12. The following conditions apply to applications for grant assistance under this policy

- (a) If the Council is satisfied that owing to circumstances beyond the control of the applicant, the cost of the assisted works has increased or decreased the amount of assistance may be re-determined and the applicant notified accordingly.
- (b) If the Council is satisfied that unforeseen works are necessary to complete the works to a satisfactory standard after work has commenced, the amount of grant assistance may be re-determined and the applicant notified accordingly.
- (c) The responsibility for instructing the contractor and supervision of the works rests with the applicant or their agent, if appointed.

Where the Council approve an application for assistance, it may impose additional conditions. These may include:

- (a) The applicant to make a contribution towards the cost of the assisted works.
- (b) The right of the Council to nominate tenants to the accommodation, in the case of landlord assistance.
- (c) The right of the Council to recover specialised equipment when it is no longer needed.
- (d) The appointment of managing agents to let the living accommodation, in the case of landlord assistance.

- (e) The living accommodation to be maintained in good order after the assisted works have been completed.
- (f) The energy efficiency of the property is to be improved to the latest recommendations, which may go beyond that required under the Decent Homes Standard.

9.13. Breach of any of these additional conditions, where imposed, shall give the Council the right to demand repayment of grants in full.

9.14. Any grant assistance provided under this policy which is repayable on breach of conditions will be a local land charge.

10. Advice available under the Policy

10.1. Advice on all aspects of this policy and assistance scheme will be available from Officers of the Council. Advice will be available verbally, in writing and via home visits, as appropriate.

10.2. In addition, the Council works with the Home Improvement Agency service which can provide advice and assistance on improving/adapting homes to people aged over 55 and/or who are disabled. For more information applicants can contact the Home Improvement Agency.

11. Appeals and Complaints

11.1. Where housing assistance is refused the applicant can appeal against the decision, in writing, to the Housing Operations Manager (Housing Options and Private Sector Housing). Appeals should be received within 28 days of a decision being issued. Appeals will be determined within a further 28 working days.

11.2. Any complaints regarding any aspects of this policy should be directed in the first instance to the Housing Operations Manager (Housing Options and Private Sector Housing) within the Housing Service.

11.3. If a satisfactory response is not obtained or the issue involves the Housing Operations Manager (Housing Options and Private Sector Housing), the complaint should be referred to the Head of Housing.

11.4. In addition, if a satisfactory response is still not obtained following 11.1 to 11.3, a complaint can be made using the Council's formal complaints procedure.

12. Key Service Standards Related to the Policy

12.1. The following table outlines the key service standards that relate to this policy

Service Area	Target
Initial enquiry regarding housing assistance	To respond to applicants within 10 working days.

Service Area	Target
Calculation of initial Test of Resources	To advise applicants of any contribution they may have to make towards the cost of work (where appropriate) within 15 working days of receiving a completed enquiry form.
Provision of specifications with details of eligible works	To advise applicants of any eligible works with specifications within 10 working days of the first visit. Where plans are required the response will be within 20 working days.
Comments on proposals for work provided by agents	When an agent sends plans and specifications for comment a response will be provided within 10 working days either supporting the scheme or giving reasons for refusing it.
Approvals of housing assistance	When all the necessary information has been provided, to approve the application within 28 working days of receipt.
Payments	When the work has been satisfactorily completed and an appropriate invoice received payments will be processed within 28 working days.

13. Performance Indicators related to this Policy

- 13.1. Local Performance indicators for the targets mentioned above are monitored on a quarterly basis.

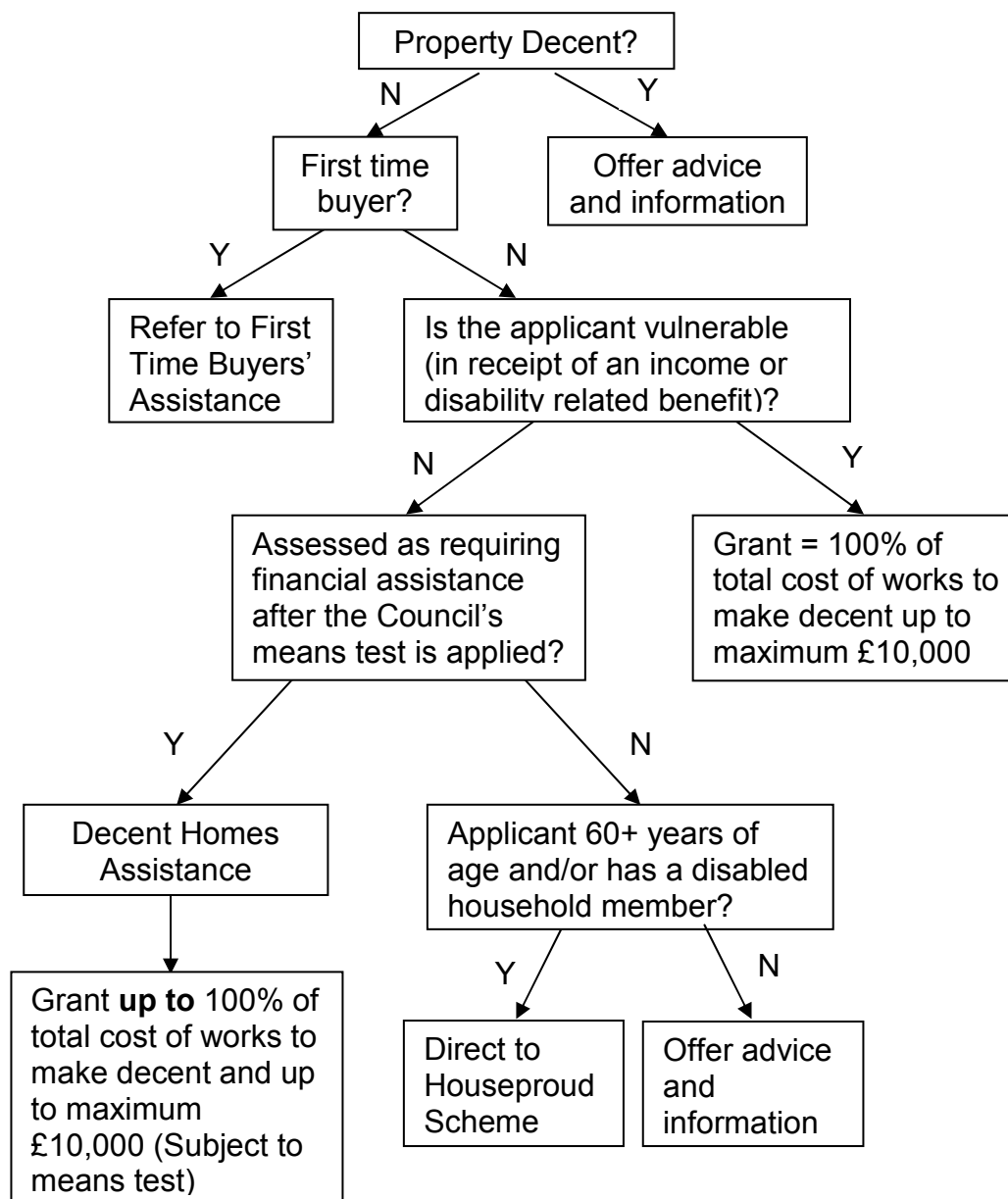
14. Policy and Implementation Plan

- 14.1. This policy will commence on 9th October **2009** and the policy will be reviewed on an annual basis. This Policy will be applied retrospectively to applications received and processed and outstanding prior to the commencement date.

Appendix 1 Housing Assistance Policy Description

Decent Homes Assistance

Available to owner-occupiers or tenants with a repairing obligation.



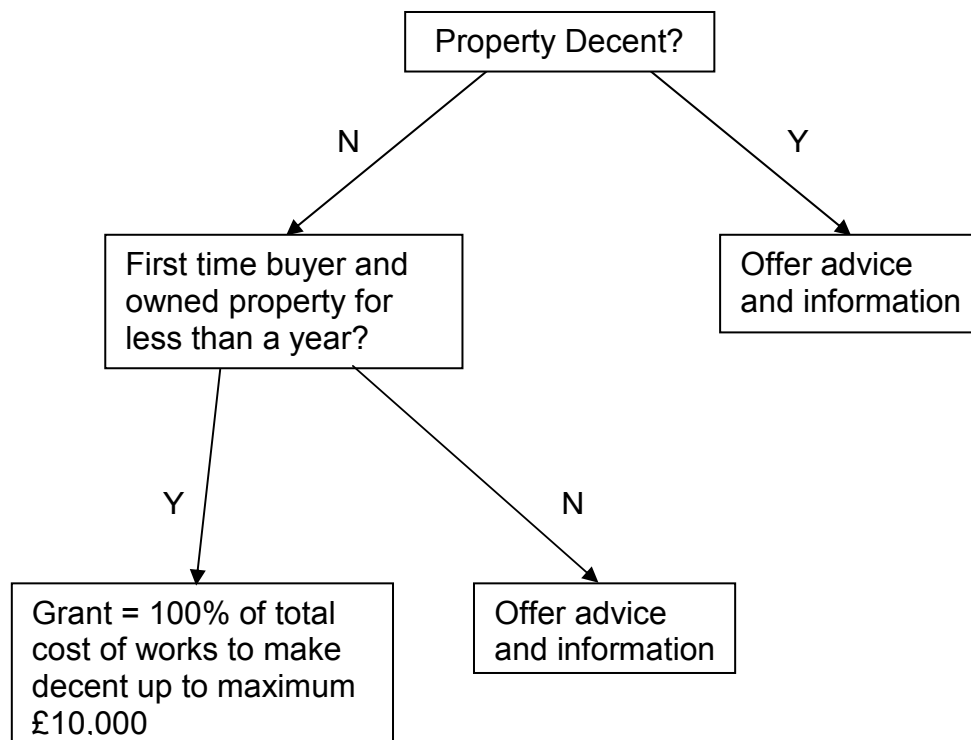
Conditions of Grant:

1. Grant to be repaid when property sold.
2. Decent Homes Assistance will be prioritised towards the removal of Category 1 hazards.
3. Where the funding provided does not address all hazards identified a hazard awareness notice will be issued and advice will be given. Where the applicant has resources it will be a condition that all Category 1 hazards are removed at the discretion of Head of Housing.
4. All grants are subject to terms and conditions that are stated in the main policy document.

Appendix 1 Housing Assistance Policy Description

First Time Buyers' Assistance

Available to owner-occupiers.



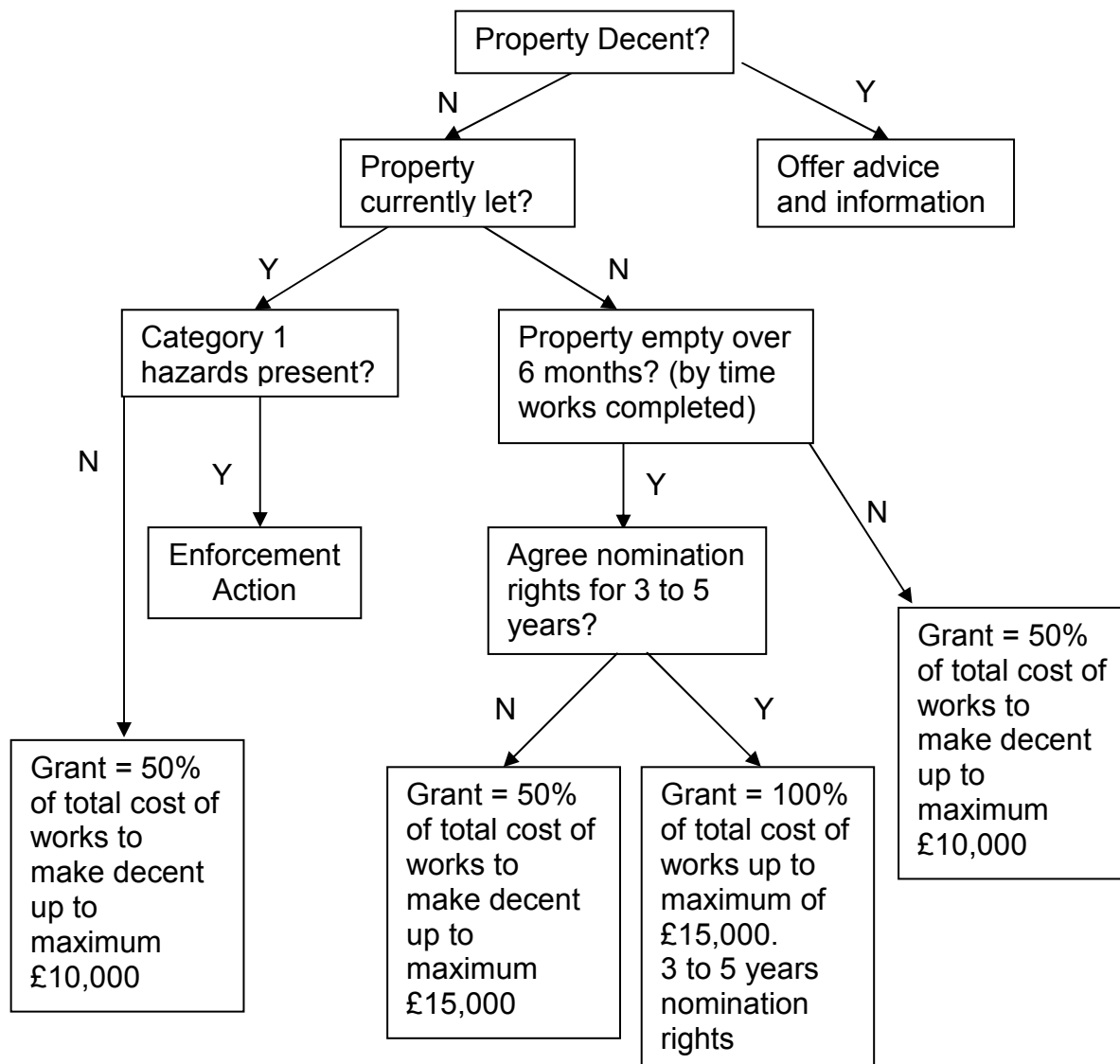
Conditions of Grant:

1. Grant to be repaid when property sold.
2. **All** named owners must be first time buyers.
3. All grants are subject to terms and conditions that are stated in the main policy document.
4. A First Time Buyer is defined as someone who does not own a legal interest in a residential property at the time of the application or at any time prior to application.
5. These grants are only intended for those first time buyers who intend to occupy themselves or a close family member.
6. Where the costs to make the property decent are greater than £10k the applicant needs to commit to carrying out the works above grant maximum as a condition of the grant.

Appendix 1 Housing Assistance Policy Description

Decent Homes Landlord Assistance

Available to landlords (not including housing associations or registered social landlords).



Conditions of Grant:

1. Grant to be repaid when property sold.
2. All grants are subject to terms and conditions that are stated in the main policy document.
3. In all cases the landlord will be required to join the Accreditation Scheme as a condition of the grant.
4. Where multiple units within a property grant can be per unit to maximum of £60,000 at the discretion of Head of Housing.
5. Where nomination rights are agreed then rents will be kept in line with LHA rates.

Appendix 1 Housing Assistance Policy Description

PAL Scheme Grants

Available to landlords of private rented properties who join the Private Accredited Landlords Scheme (PALs).

- Up to £3,000 per property
- Subject to full accreditation only
- Subject to priority of measures (see below) to improve energy efficiency
- All grants repayable on sale of property

Properties will generally need to meet the Decent Homes Standard in order to qualify for PAL grants. However there may be some exceptions to this if the landlord is carrying out other works simultaneously in order to attain the standard or where the current situation is just below the standard but agreed works will ensure that the standard is surpassed. In the latter case this is likely only to apply to insulation improvements. In all cases grant will not be paid until works are complete and adequate invoices and relevant certificates have been received.

The priority groups reflect the benefits in terms of energy efficiency improvements. Measures in priority group 1 need to be considered before those in groups 2 and 3 and likewise those in group 2 considered before those in group 3. It is acceptable for measures in all groups to be carried out at the same time.

Landlord grants for hard to heat homes (9" solid walls) can be considered as separate grants under the 'Hard to Heat Homes' initiative and are not refundable, however there is a limit of £20,000 for this measure. Work done on a DIY basis is not acceptable.

Wherever possible landlords will be directed to schemes where alternative grants are available and, where the criteria is met in obtaining these grants, they will not be offered under PAL. An example of this is the use of the Government's Warm Front Grant for insulation and heating.

Priority 1

- Where the loft insulation is 100mm or less this should be increased to 250mm. Only the cost of providing and installing the insulation will be covered under the grant and other associated costs will not be (eg loft clearance, loft hatch provision/enlargement). Works needs to be carried out by an approved installer.

At least the minimum requirement for loft insulation under the Decent Homes Standard will need to be present in order for the property to be accredited.

- Where there are un-insulated cavity walls these should be provided with cavity wall insulation where it is appropriate to do so. Examples of where it may not be appropriate are where the property lies within a block of purpose built flats or where the brickwork is particularly old or porous. Where it is appropriate, works need to be carried out by approved installers and covered by a suitable warrantee.
- Where there are substantial gaps to window openings of single glazed windows adequate draught-proofing should be provided.

Appendix 1

Housing Assistance Policy Description

(underfloor and solid wall insulation can also be considered as part of PAL grant but this will be outside the priority categorisation).

Priority 2

- Where mains gas, oil or LPG boilers currently exist and are considered to be close to, or at the end of their useful life, they can be replaced with suitable condensing boilers. Where the existing boiler is already a condensing boiler the applicant will need to provide evidence that the boiler efficiency will be improved by replacement. In all cases the applicant will need to provide evidence from a heating engineer/qualified installer that replacement is the most viable option and that repair will not provide a long term solution.

Direct works associated with boiler replacement can also be considered, (eg necessary gas/water pipe replacement, new programmer/room stat/TRVs). Replacement radiators or central heating pipework will not be considered.

As a rule of thumb, boilers over 10 years old are likely to be considered for this grant, however it is understood that some boilers may have a shorter life span than this and therefore boilers less than 10 years old should not be discounted if an appropriate accompanying report is provided.

Full certification should be provided upon completion of the works.

- Old and inefficient night storage heaters can be replaced with slimline, fan assisted combined units with automatic setting. An accompanying report should generally be provided from an electrician confirming that replacement is the most viable option, however, where the existing units are of the old 'volume' type no accompanying electrician's report is necessary.

Direct works associated with replacement can also be considered (eg up-grading of storage heating electrical circuit). However up-grade or rewire of the main electrical circuit will not be considered.

Where a category 1 hazard exists due to 'excess cold' then the heating improvements associated with reducing this hazard to an acceptable level should not be considered under grant. In practice, for properties without adequate heating (eg convector heaters only) some allowance towards the cost of adequate heating can be considered **if** the units are to be fan assisted with automatic setting. This is to reflect the additional expense associated with providing these units.

Full electrical certification should be provided upon completion of the works. Where a landlord prefers to replace storage heating with an alternative but equally appropriate heating system (eg gas fired central heating) a grant allowance can be awarded towards their chosen system which is equal to that of replacing the old and inefficient night storage heating with slimline, fan assisted combined units. The appropriate certification should be provided for the alternative heating system upon completion of the works.

Appendix 1

Housing Assistance Policy Description

Priority 3

- Replacement of single glazed windows with sealed double glazed units will be considered only when Priority 1 and 2 measures have been considered or previously carried out. Standard PVCu units will be accepted with top or side hung opening casements, however, where there is a specific requirement to preserve the appearance of the building (eg listed buildings, conservation areas) other forms of double/secondary glazing can be considered in order to comply with the requirements.

Extra costs associated with window specifications above the minimum required standard will not be considered within the grant.

Full FENSA/Building regulations certification should be provided upon completion of the works.

Improved security measures can be considered without reference to the priority groups. These measures are likely to include provision of 5 lever dead locks and/or replacement of front/rear doors. Window locks can also be considered. Front door intercom systems will only be considered in special circumstances and when advised by the police authority.

Appendix 1 Housing Assistance Policy Description

Energy Efficiency grants

The following energy efficiency grants are available to owner-occupiers of a property and landlords but not housing associations or registered social landlords. Vulnerable is defined as in receipt of one or more income or disability related benefits.

Warm Homes Assistance

If the property was constructed pre 1919 and is rated in bands A to D for Council tax purposes and works are required to ensure the property is adequately heated and insulated (loft insulation and cavity wall insulation if appropriate), and all other forms of funding have been investigated, assistance of up to £5,000 will be available.

or

If the household is vulnerable or over 55 years of age and works are required to ensure the property is adequately heated and insulated (loft insulation and cavity wall insulation if appropriate), and all other forms of funding have been fully investigated, grant assistance of up to £5,000 will be available.

Grant to be repaid when property sold.

Renewable Energy Assistance

If the property is in a rural area (population below 3,000) and there is no mains gas facility:

50% funding for a renewable energy source for space heating will be available up to a maximum of £5,000.

Grant to be repaid if property sold within 5 years of completion of works.

Solar Hot Water Assistance

A grant of £1,500 will be available to install a solar hot water system in the property.

Hard To Heat Homes Assistance

A grant of up to £20,000 will be available to improve the insulation of 'hard to heat' homes, for example where it is a solid wall construction property, by funding external wall insulation or internal wall insulation.

Grant to be repaid if property sold within 5 years of completion of works.

All grants are subject to terms and conditions that are stated in the main policy document.

Appendix 2

Prioritisation for Grant Assistance

Applicants will be prioritised under the following criteria:

Each application will be assessed taking into account the:

- Level of vulnerability of the applicant;
- Ability of the applicant to seek alternative assistance;
- Level of disrepair and consequent risks to occupiers' health and safety;
- Cost of work, which must be in line with the limits set out under this Policy;
- Long-term sustainability of the property and its occupation.

Where there are more applications than funding available, applications will be prioritised by:

1. most vulnerable applicants;
2. those likely to benefit most from assistance under this Policy;
3. date order of application received.

Where the applicant is a landlord, applications will be prioritised in the following way:

1. bringing long-term empty properties back into use;
2. where the repayable grant will result in 3-year nomination rights for Ashford Borough Council;
3. where works done under this Policy will address the terms of an Improvement Notice;
4. in date order.

Appendix 2

Decent Homes Grant Procedures

- Interested client writes to Ashford Borough Council to detail their problem.
- Ashford Borough Council writes to client to acknowledge their letter and to send leaflet.
- Ashford Borough Council refers client to In Touch.
- In Touch contacts client to discuss personal and works eligibility.
- If client appears eligible, In Touch arranges a visit to client to discuss the works by In Touch Surveyor and Private Sector Housing Officer.
- When the eligible works have been determined, In Touch arranges to visit to complete application form.
- In Touch also complete the Financial Information form with client, if necessary (ie no evidence of a passport benefit).
- In Touch Surveyor submits specification and drawings for works, for approval by client and Ashford Borough Council.
- If necessary, In Touch Surveyor applies for Building Control or Planning approval.
- Works out to tender.
- In Touch receives tenders and submits valid application to Ashford Borough Council, comprising application form, financial information if necessary, and tenders.
- Ashford Borough Council process application for approval, including calculation of any contribution client must make.
- Approval documents sent by Ashford Borough Council to client and In Touch.
- In Touch notifies successful contractor and orders works to proceed.
- Contractor notifies In Touch and Ashford Borough Council when works are due to commence.
- In Touch Surveyor monitors works.
- Contractor notifies In Touch and Ashford Borough Council when works are complete.
- Contractor invoices client, care of In Touch.
- In Touch send payment paperwork, including any necessary electrical or building control certificates to Ashford Borough Council.
- Ashford Borough Council processes paperwork and makes payment directly to contractor and In Touch.
- Ashford Borough Council registers a charge against the client's property, for the monies allocated under this Housing Assistance Grant to be re-paid upon sale of the property.