



Find out about...

Your right to compensation for improvements



Developing neighbourhoods in Preston



If you are a Community Gateway Association (CGA) tenant and you have improved your home, you may be entitled to money back for the improvements made. This is called the Right to Compensation.

About the Right to Compensation

The Right to Compensation was introduced for tenants who completed their own home improvements after 1st April 1994.

If you are a CGA tenant (not a business tenant) and your tenancy is ending, this affects you. When you move out, you may be able to get money back for the home improvements you have done. Or if you are the next of kin to a tenant who has just died, you can claim the money back on their behalf.

You can't claim any money if you are buying your CGA home through the Right to Buy. That's because improvements are not included in the purchase price.

Get permission first

You must get written permission from CGA before you improve your home. If we have not given you permission to do the work, you won't be entitled to any compensation.

In some cases you can ask for permission when you make a claim - but it's a big risk. If CGA refuses permission, you won't get any money back. You can appeal to the County Court, but there's no guarantee that you'll get the compensation.

Improvements that qualify for compensation

The Right to Compensation applies to the following improvements:

- Bath or shower, wash-hand basin and toilet
- Kitchen sink and work surfaces for preparing food
- Storage cupboards in bathroom or kitchen
- Central heating, hot water boilers and other types of heating



- Thermostatic radiator valves
- Pipe, water tank or cylinder insulation*
- Loft and cavity wall insulation*
- Draught-proofing of external doors or windows*
- Double-glazing or other window replacement or secondary double glazing
- Re-wiring, or the provision of power and lighting or other electrical fittings (including smoke detectors)
- Security measures (does not include burglar alarms)*

Any improvements marked * that were provided with the help of a grant do not qualify for compensation.

How to make a claim

CGA will look at how much your improvement cost and work out what you are entitled to. Items that affect the amount of compensation include:

- **Timing** - The value of the improvement will go down as it gets older, so the compensation you get will depend on how old the improvement is when you claim.
- **Price** - If the cost seems too high you may not get that amount of money
- **Condition** - The compensation may be adjusted depending on the condition of the improvement when you claim
- **Debt** - If you owe CGA any money, we will take that amount off any compensation that you are entitled to.

You can claim up to £3000 for any one improvement, however you will not get any compensation if you are entitled to less than £50.



Want to know more?

To find out more about your Right to Compensation please contact:

Property Services

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Preston PR1 8UY

t: 0800 953 0213

Opening hours 9.00am to 5.00pm
Monday to Friday

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