Name of Policy: Tenants Allowances
(Ref: PS/17)

Purpose of Policy: This policy sets out the Association's approach to the provision of allowances to tenants and the circumstances they will be paid.

Policy Monitoring Details	
Department:	*Property Services and Housing Management*
Author:	*Amanda Hay*
Status:	*Group Policy*
Date Approved by Board / SMT :	SMT 30 October 2025
Updated:	*April 2025 issue 15 of allowances and inclusion of decant allowances*
Planned Review Date:	*April 2026* *Allowances reviewed annually and uplifted, if necessary, at start of financial year*
Regulatory Outcomes being achieved:	***Scottish Social Housing Charter*** ***4. Quality of Housing*** ***5. Repairs, maintenance and improvements*** ***11. Tenancy sustainment***
Tenant Consultation Required:	*No – feedback on outcomes assessed annually*
Equalities Impact Assessment	*Initial*
HRA Implications	Article 8 Right to Respect for Private Life, Family Life and the Home Article 14 Prohibition of Discrimination
Adherence with Association Values	This policy supports all the Association's values.

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1. Introduction

1.1 In line with the Association's Maintenance Service Standards this policy statement sets out the approach to the provision of allowances to tenants and the circumstances they will be paid.

2.Types of Allowances

The Association can make two types of allowances available to tenants, in appropriate circumstances:

2.1 **Redecoration allowances**

The Association will offer redecoration allowances either following contract works or at the start of a new tenancy.

2.2 **Decant allowances**

The Association will pay decant allowances where:

- contract work results in a tenant losing the use of facilities within their house, for a period of days or where tenants have to be decanted in order for more extensive work to be carried out.
- major damage to a property result in tenants having to seek temporary re-housing with family and friends until our insurers agree and establish a more stable form of re-housing.

3. Principles

3.1 Decoration of the tenancy is the Tenant's responsibility.

3.2 Where tenant's decoration is likely to be damaged by planned contract works the Association will pay a decoration allowance at a level proportional to the damage.

3.3 For void properties, it is the Associations policy to offer tenants redecoration packs or allowances. The Association will generally only decorate where the condition of the property does not meet its Letting Standard (HMPS01 Void Policy). The Association will follow a set basic specification for materials and colour schemes.

3.4 The Housing Officer, Housing Manager and Property Services Manager will consider completing decoration during the void period in specific situations such as retirement housing, taking into account any tenant vulnerabilities, where major works have been carried out or the property is in very poor decorative order.

3.5 Housing Officers will direct tenants to organisations and community enterprises providing social care assistance where these services are known locally.

4. Redecoration Allowances - Contract Work

4.1 During the contract planning process the Property Services Manager will consider whether the works proposed are likely to result in damage to tenant's decoration and, if so, whether a redecoration allowance should be paid, and level set proportional to the likely damage.

4.2 The Property Services team will agree the level, using the **Decorator Calculator Sheet, Appendix 1**, to build up likely cost of DIY redecoration to the room(s) and / or wall affected. Tenants will be notified of the extent of any damage anticipated as a result of the contract work and the level of redecoration allowances that will be paid, before the work starts on site. The Property Services Manager has discretion to increase the redecoration allowance either where there is greater damage to decoration than originally anticipated or in individual cases of exceptional circumstances.

4.3 In consultation with the Property Services Director and considering the project budget, the Property Services Manager will consider completing the re-decoration in specific situations such as retirement housing or taking into account any tenant vulnerabilities.

5. Redecoration Allowances - Void Properties

5.1 Redecoration allowances for void houses will be assessed taking account of the existing condition of the house, including vandalism and damage:

Cleanliness of wall / ceiling surface
Damage, rips or missing pieces of wallpaper
Vandalism or graffiti on wall / ceiling surfaces
Build-up of paint on doors and wooden surfaces
Discolouration of gloss work

Existing colour schemes or decoration styles will not be taken into consideration; however strong or dark colours such as black or purple will be covered and returned to neutral base.

5.2 The Technical Inspector will identify the suggested rooms requiring redecoration and note these on the Void House Inspection Report / Void Pro-forma:

For award of Dulux Decoration Refresh Pack Voucher
Size of decoration pack will be allocated to the void property (clause 7.4)
a choice of pastel paint colours will be offered, tenant orders direct with Supplier, for delivery (next day delivery to the property) or collection (same day as order).

Or

Amount allowance to be awarded using the current **Minimum and Maximum Room Allowances (clause 7.4)**

5.3 Working to their judgement they will award on a pro rata basis where only one wall or where only part of a room is affected.

6. Decant Allowances

6.1 Contract works will be planned to ensure minimum disruption to toilet, water and cooking facilities.

6.2 During major contract works, tenants may temporarily lose the use of some of the facilities in their home, and, on rare occasions, tenants may need to be decanted in order for works to be carried out safely. In such circumstances, the Association will pay decant allowances.

6.3 The Property Services Manager will discuss with the selected contractor, during contract planning stage, whether the works are likely to result in tenants losing the use of any facilities, for example no access to a kitchen for a considerable period during a replacement contract, over the anticipated timeframe and will assess the appropriate level of disruption allowance which should be paid.

6.4 Tenants will be notified in advance of the likely disruption during the contract works and the allowance that will be paid in compensation. Where appropriate, a redecoration allowance may also be payable.

6.5 There will be very few occasions where contract work is so extensive that the tenant will need to be decanted from their house. In such circumstances, the Association will pay a decant allowance made up of:

- A daily allowance for 1st adult and an amount for each subsequent adult or child

In circumstances where tenants are decanted, the redecoration of the house will normally be carried out as part of the contract work, with selected colour choices available to the tenant. The Association will not extend the decant period to allow tenant redecoration.

6.6 If tenants have been temporarily re-housed with family or friends due to major damage to their property, the Association will pay decant allowances per adult or child per night, until our insurer agrees and establishes a more stable form of re-housing.

Decant Allowance

Daily Allowance

1st Adult	£25
2nd and subsequent adults	£20
Any child and subsequent child under 14	£10

Household size

Adults	Children under 14	Daily Allowance
1		£ 25
1	1	£ 35
1	2	£ 45
1	3	£ 55
2		£ 45
2	1	£ 55
2	2	£ 65
2	3	£ 75
2	4	£ 85
3		£ 65
3	1	£ 75
3	2	£ 85

Issue 1 Dated October 2025

7. Level of Redecoration Allowances

7.1 Redecoration allowances will be awarded in the format of decoration pack voucher. Alternatively, the Association will provide a decoration allowance at a level sufficient to cover the financial cost of basic decoration materials for each room of a house based on the use of embossed paintable wallpaper and two coats of emulsion plus gloss to woodwork.

7.2 Where only part of a room is affected, perhaps by damage, an appropriate proportion of the full room rate will be paid.

7.3 The Senior Management Team will review the level of redecoration allowances at the end of the financial year and establish whether they should be maintained at the existing level or require to be uplifted. Any increase will be in line with the rate of inflation (CPI) in December each year, rounded to the nearest £5.

7.4 The current level of redecoration allowances are:

Dulux Decoration Refresh Pack includes all paint, emulsion, necessary tools, brushes & roller:

1 Bedroom Property	£170
2 Bedroom Property	£215
3 Bedroom Property	£235
1 Room only	£95
Kitchen or Bathroom only	£90

Redecoration Allowances – Minimum and Maximum Room Allowances

ROOM	**Min**	**Max**
Living room	£50	£155
Dining Room	£40	£120
Kitchen	£40	£125
Bedroom – Double	£35	£110
Bedroom – Single	£25	£65
Bathroom	£40	£125
Cloakroom WC	£25	£65
Hall	£40	£120
Staircase	£40	£120
Hall / Staircase Combined	£110	£235
Single Wall	£20	£35
Single Ceiling	£20	£35
Specific extras, brushes etc	As advised	As advised

Issue 15 Dated October 2025

8. Payment of Allowances

8.1 Tenants will not be required to apply for the allowances. They should be paid automatically, where appropriate at:

- the end of a contract, or
- the commencement of the tenancy.

8.2 For allowances awarded at the **completion of a contract**, the Property Services Assistant will prepare a letter of award and issue payment.

8.3 For **void properties** / **new tenancies** the form, **Award of Redecoration Allowance Form, Appendix 2**, will be completed by the Property Services Assistant listing the size of decoration pack allocated and issue this to the Housing Officer together with the keys at the close of the void under repair period.

The form also advises tenants that the Association does not allow either polystyrene tiles, coving or ceiling roses due to the fire risk implications, or application of artex type texture finishes.

This form is a record of allowances made and should be signed by the new tenant and held on file.

8.4 Staged payment of the redecoration allowance may be arranged at the request of the tenant, where deemed appropriate by the Housing Officer.

8.5 The Association will not normally withhold payment of allowances where tenants are in arrears of any type, however, at the discretion of the Housing Manager, we may ask for the allowance due to be offset against the arrears.

8.6 The Association's preferred payment method:

Re-decoration allowances

- Issue of a Dulux Decoration Refresh voucher
- Pre-payment decoration card for local DIY superstore
  Available at sign – up / for end of contract works

And if specifically requested by Housing Officer or tenant;

- Payment transfer by BACS – available at the next weekly run

Decant allowances

- Payment transfer by BACS – available at the next weekly run

9. Budget Provision

9.1 The cost of redecoration and or decant allowances will be met from:

Contract works	Planned Maintenance Budget
Void properties	Reactive Maintenance Budget

Emergency works	Reactive Maintenance Budget or claimed through insurance

9.2 In developing the programme budget for each year, the Property Services Director will take account of the proposed contracts, anticipated level of voids, expenditure on allowances in the previous year and anticipated cost of funding these in the year ahead.

10. Tenant Dissatisfaction with Allowance Amount

10.1 Tenants who wish to claim an allowance in excess of the amount set should be advised to write to the Association explaining the basis of the claim, and this will be assessed by the Property Services Manager in the case of contract works and by the Housing Manager for void houses.

10.2 The Housing Officer will make note when a proposed tenant refuses a property on the grounds of "the existing decoration and the allowance set". After one noted refusal of the e property the Property Services Manager and the Housing Manager will discuss further options and propose solutions.

11. Follow Up Assessment

11.1 It is a condition of the tenancy that tenants are responsible for internal redecoration and that the property is kept in good decorative order. There is a balance between forcing tenants to upgrade their décor and policing their efforts to ensure they meet the Associations defined Exit Standard (HMPS01 Void Policy), the preference to undertake informal checks.

11.2 **Redecoration Allowance Awards – Contract Works**

The Property Services team arrange periodic visits to properties to check remedial works and will take the opportunity to review the decoration of the rooms affected by the contract and assess if the allowance has been used. They will discuss any issues directly with the tenant. Any issues will be followed up by the Property Services team on return to the office.

11.3 **Redecoration Allowance Awards – Void Properties**

The Housing Officer arranges a Post Allocation Visit within 2 months of the commencement of the new tenancy.

12. Equalities Issues

12.1 The Association is committed to ensuring that no service user is discriminated against on the grounds of '*sex or marital status, or racial grounds, or on grounds of disability, age, sexual orientation, language or social origin, or of other personal attributes, including beliefs or opinions such as religious beliefs or political opinions,'* (The Scotland Act 1998*).*

13. Risk Management

13.1 Failure to set the Tenant Allowances / Decoration Pack at a sufficient level means:

- potential tenants may be unwilling to take on the property
  asset life could deteriorate if redecoration is not undertaken

prolonging any future void period, potentially resulting in higher loss of rental income and requiring further allocations of allowances to the next tenant.

14. Implementation and Monitoring

14.1 Procedures have been developed to ensure the effective implementation and control of this policy by Property Services recording:

- the amount spent on allowances for contract work (both redecoration and disruption) and for voids
- analysis of claims made for allowances above the level set and the outcome of such claims
- contract satisfaction survey results

14.2 The Policy will be monitored by annual review, reported to Property Services Director.

15. Policy Review

15.1 The redecoration allowances will be reviewed annually, and uplifted, if necessary, at the start of the financial year.

15.2 The Policy detail will be amended on a reactive basis dependent on the outcomes of New Tenant Satisfaction Survey reports, Contract Customer Satisfaction Survey reports, Void Reporting and Estate Management reports.

16. Linked Policies & Procedures

16.1 G08 Equality & Diversity Policy

17. Publicising this Policy

17.1 The policy will be available on the Association's website and hard copies; alternative formats and languages can be made available on request.

APPENDIX 1
Decoration Calculator Sheet

DECORATION CALCULATOR SHEET

Rooms affected					**Rounded**
kitchen	Vinyl Paper	2 rolls	£15.00 per roll	£30.00	
	Emulsion paint	1 x 2.5 Litre	£14 per tub	£14.00	
	Wallpaper paste	1 Packet	£5.50 packet	£5.50	
	Wallpaper Brush	1 No	£4.50 each	£4.50	
	Roller/Tray	1 No	£5.00 each	£5.00	
	Brushes	3 No	£5.00 pack	£5.00	
	Sandpaper	1 Packet	£3.60 pack	£3.60	
	Undercoat	250ml	£22.00 per pot	£22.00	
	Gloss	250ml	£6.00 per pot	£10.00	
	White spirit	2 Litre tub	4.40 per tub	£6.50	
				£106.10	**£105**

Appendix 2 Award of Redecoration Allowance Form

Manor Estates Housing Association Limited

DULUX DECORATING PACKS

Address:	
Date form completed:	
Completed by:	

Pack Required

1 Bedroom

2 Bedroom

3 Bedroom

1 room (incl. accessories)

1 room (excl. accessories)

Kitchen/Bathroom

Works Order:

Tenant Name:

Contact Details

Voucher No.

Signed:

Authorised:

Appendix 3 Accessing Decorator Packs

Arranging your Dulux Decoration Refresh Pack

Decoration Pack : Materials sufficient to completely decorate	Cost to the Association (incl VAT)
1 Bedroom Property	£170
2 Bedroom Property	£215
3 Bedroom Property	£235
1 Room only	£95
Kitchen or Bathroom only	£90

The tenant will telephone the Dulux Trade Centre, or arrange order online, quoting the decoration voucher number and arranging

(a) choice of pastel colours and

(b) date for delivery to the property (in a Dulux liveried van), earliest next working day, or

(c) collection at one of the Edinburgh Decorator centre stores, available on day of placing order.

The decoration goods will be released to the tenant on proof of ID (Tenancy Agreement).

Edinburgh Dulux Trade Centre :

- West Craigs Industrial Estate, off Turnhouse Road at Maybury and
- Bowling Green Street at Leith.