

Permission Policy

VERSION [2.0]

Version Control

Note: minor updates increase version number by 0.1, major updates increase version number by 1.0.

Version Number	Sections Amended	Date of update	Approved by
1.0	First version of Abri Policy.	25/07/22	PerCo
1.1	Update to section 1.5 and 4.0.	23/11/23	Head of Customer Partnership
2.0	Full review	27/02/25	Policy Panel

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1. Purpose

- 1.1. This policy outlines Abri Groups approach to permissions relating to the customer's tenancy or alterations to the property.
- 1.2. The types of permissions customers can apply for are defined into two categories:
 - Property: Property permissions are significant alterations to the property.
 - Tenancy: Tenancy permissions are those relating to the tenancy or minor works.
- 1.3. Permissions not listed are ones we do not allow for example: installing a pond, or a solid fuel system. The relevant Permissions Procedure will outline specifically what works are defined under certain categories e.g., Carpentry Works.
- 1.4. Permissions relating to the property:
 - Carpentry works
 - Plumbing works, including Installing a dishwasher or washing machine
 - Gas works only applies to installing a gas cooker
 - Electrical works
 - Bathroom works
 - Kitchen works
 - Parking and/or Hard standing
 - Garden works including installing decking and patios
 - Installing an Electric Vehicle Charging Point Please see the **Electric Vehicle Charging Points Permissions Procedure** for further information regarding installing charging points for electric vehicles.
- 1.5. Permissions relating to the tenancy and minor alterations include:
 - Keeping a pet
 - Having a lodger
 - Running a business from Home
 - Changing or laying certain types of flooring
 - Storing a Caravan, Trailer or Boat
 - Installing CCTV and Smart Doorbells
 - Carrying out internal decoration
 - Changing or erecting fencing and gates
 - Erecting garden buildings such as sheds, greenhouses, aviary's, poultry houses and dog runs
 - Storing mobility vehicles
 - Installing Satellite Dishes and TV Aerials
 - Planting or removing trees
 - Parking commercial vehicles
 - Storing firearms
- 1.6. The relevant Permissions Procedure provides specific terms and conditions.
- 1.7. Customers do not need permission for minor repairs that do not affect the structure of the property or fittings within, for example replacing a tap washer.

2. This policy applies to...

- 2.1. This policy applies to General Needs, Independent Living and Partnership Living customers.
- 2.2. Customers with the following tenancies do not have the right to request permission or make minor alterations to the property:
- Assured Shorthold tenancies
 - Contractual
 - Licenced (excluding Partnership Living customers)
- 2.3. This policy does not apply to customers with the following property or tenancy types:
- Shared Ownership
 - Leasehold
 - Market Rent
- 2.4. Shared Ownership, Leasehold and Market Rent customers permission rights are subject to individual lease and covenant agreements and dealt with on a case-by-case.

3. Policy

- 3.1. Customers are required to obtain permission (verbally or in writing) from Abri prior to carrying out any work or taking any action. Requests can be made in writing via the Customer Portal, email, or letter. They can be made verbally via telephone with a member of our Customer Contact Team, or in person e.g., with a member of the Housing Partnership, Independent Living or Partnership Living Team.
- 3.2. Customers must read, understand, and accept the terms and conditions before permission can be granted and ensure any alterations/actions are completed in line with the relevant conditions.
- 3.3. For Tenancy and minor permission requests we may require additional information or to seek further guidance from our Property Care Team before granting permission.
- 3.4. We may not grant permission where the tenancy holder owes a debt to Abri unless in circumstances where the request will improve the sustainability of the tenancy or supports personal wellbeing.
- 3.5. We will not grant permission where the tenancy holder currently has a tenancy breach unless in circumstances where the request will improve the sustainability of the tenancy or supports personal wellbeing, e.g. erecting a shed to enable storage of garden items which are causing a property condition concern.

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- 3.6. Where work is carried out to a poor standard or without Abri's permission, the customer will be asked to put this right at their own cost, if this is not completed then we will complete the work and charge the customer.
- 3.7. If we give permission, we can withdraw it at any time if we have good reason. Before we do so, we will tell you in writing and give you time to put right anything we are concerned about.
- 3.8. Permission requests based on medical grounds will be granted independently from the criteria outlined in this Policy. Please see the Aids and Adaptions Policy and Procedure for further information.
- 3.9. Customers who mutual exchange into a property where property alterations have been granted with a requirement to maintain and or remove at the end of the tenancy, should be made aware of these responsibilities prior to accepting the move.

Changes Without Permission

- 3.9. Where customers have carried out changes without permission or have not adhered to the conditions, we will follow the steps outlined in our Breach of Tenancy policy. We may grant retrospective permission using the same criteria outlined in the Permissions Policy and relevant Procedure.
- 3.10. Where the permission would not have been approved, we will request the customer rectifies the changes within four weeks or an agreed reasonable period of time depending on the type of alteration, or we will carry out the work and charge the cost of this to the customer.
- 3.11. Failure to comply with a request to rectify may result in escalation of the case for legal action through the courts.
- 3.12. Please refer to the Breach of Tenancy Policy for further information.

Reasonable Adjustments

- 3.13. We may, at our discretion, permit non-standard permissions or alterations to assist with customers who have a disability, and which will not affect the fire safety, energy efficiency or maintenance of our properties. Please see our Aids and Adaptions Policy for further information.

End of Tenancy

- 3.14. When a tenancy ends, customers may have to remove the alteration and reinstate the property to its original state prior to when the alteration took place.

- 3.15. We will agree whether the alteration can remain following a property inspection where it supports or benefits the incoming customer.
- 3.16. Where customers have not gained agreement from us to leave the alteration and do not rectify before termination of the tenancy we will charge for the cost of rectification.

4. Legal & Regulatory Framework

- Housing Act 1985
- Housing Act 1988
- Equality Act 2010
- Firearms Act 1968

5. Related Policies

- Pet Policy
- Breach of Tenancy Policy

6. Related Procedures

- Property Permission Procedure
- Tenancy Permission Procedure
- Electric Vehicle Charging Points Permissions Procedure
- Mobility Vehicles in General Needs Procedure
- Mobility Vehicle Storage - Extra Care, Independent Living and Partnership Living Procedure
- Pet Permissions Procedure
- Breach of Tenancy Policy
- Aids and Adaptions Policy and Procedure