



www.nshomes.co.uk

NEWARK AND SHERWOOD HOMES

Kelham Hall, Newark on Trent, Notts NG23 5QX
Email: housing@nshomes.co.uk

GENERAL ENQUIRIES
LOCAL CALL RATE:
0845 258 5550

REPAIRS FREEPHONE:
0800 561 0010

EMERGENCIES
OUT OF HOURS FREEPHONE:
0800 561 0010

FAX:
01636 655514

MINICOM:
01636 655960

HAWTONVILLE OFFICE
77c Eton Avenue,
Newark on Trent, NG24 4JH
Tel: (01636) 655503
Fax: (01636) 655504

OLLERTON OFFICE
Sycamore Road,
Ollerton NG22 9PS
Tel: (01623) 860740
Fax: (01623) 860729



Altering or
improving
your home?

If I am given permission who should do the work?

Most people like to make their own arrangements and employ a builder. Please make sure the builder is properly qualified and capable of doing the job. Any gas **MUST BE** carried out by a NICEIC registered electrician. You can get advice on the qualifications you need to ask for by ringing **0845 258 5550**. In certain cases we may be able to do the work for you. If you would like us to give you a quote please ask when you put in your permission request.

What happens when the work is finished?

Please let us know when it is finished. Depending on the type of work a Repairs Co-ordinator may call to check the work has been completed properly.

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.



Prosimy skontaktować się z nami, jeśli chciał(a)by Pan(i) uzyskać ten dokument w innym języku lub formacie albo też potrzebuje Pan(i) skorzystać z usług tłumacza ustnego.

(Polish)

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

(Mandarin)

Se gostaria de ter este documento noutra idioma ou formato, ou se necessita de um intérprete, contacte-nos.

(Portuguese)



Signing

The Big Word Translation Services

Audio Tape



"to deliver excellent Housing Services"

Altering or improving your home?

If you wish to adapt or improve your home you will need to ask us for permission. This is to make sure the work you would like to do will not be a danger to either yourself or to any neighbouring properties.



When do I need permission?

You will need permission for alterations such as structural work and electrical or heating systems. If you intend to carry out some work and are unsure if you need permission it is better to ask first. If you do some work without permission you could be charged the full cost of restoring the property. This could run into several thousands of pounds. It isn't possible to list all the works you will need permission for but you may find the following list useful:

- Installing a new gas fire
- Installing a new electric socket
- Building an extension
- Knocking down an internal wall or fence
- Providing or demolishing a garage
- Demolishing a garden wall or fence, for example if you wish to park in your garden
- Putting up a new fire surround
- Replacing baths, wash-hand basins, sinks or toilets
- Demolishing or adapting outhouses
- Replacing windows or doors
- Adding a conservatory
- Alterations to kitchens
- You don't need permission for internal decorating or putting up a shelf

How do I ask for permission?

It is important all alterations are carried out correctly. We therefore ask you to put your request in writing and state clearly what work you would like to do and if you can, who will be carrying it out. Your request should then be sent to any of our offices. If you are unsure, or would like help ask at one of our offices or telephone: **0845 258 5550**.

How soon will you respond to my request?

We will respond within ten working days. A Repairs Co-ordinator who will assess your proposed works will normally visit you. After the visit you will receive written notification of the decision. As you will be carrying out the alteration it is up to you to make sure all requirements are met in full. Please ring **0845 258 5550** to ask for advice if required.