



woven

How to apply for
a redecoration
allowance
following major
works in your
home.

REDECORATION

Redecoration Allowance

We provide a redecoration allowance to tenants where major works have been undertaken in your homes. We work in partnership with Dulux and Homebase to deliver this service.

What is the Redecoration Scheme?

The Redecoration Scheme refers to the method by which we pay a redecorating allowance to qualifying tenants. You can choose to receive payment by either voucher - which can be spent at Dulux or Homebase stores on redecorating products - or a cash payment can be made upon completion of the redecoration.

When is a Redecoration allowance given out?

Vouchers are issued when internal decoration is needed following planned maintenance work at your home. In certain instances, the contractors carrying out the work at your home are responsible for redecoration as part of the contract and, in these cases, the scheme is not applicable and vouchers are not issued.

Vouchers may also be issued when properties are difficult to let or decoration is damaged substantially following major incidents, for example when there has been flooding at a property.

What can I use the vouchers for?

You can choose to receive either a voucher - to be used at Dulux Stores or Homebase Stores - to purchase products for redecorating your home.

Dulux vouchers can be used to buy Dulux products. These can be ordered by telephone on **0845 602 3128** (Mon to Fri 9am to 5pm), at **Dulux stores** with your **decorating guide** and **ID** (store finder on their website or 0845 850 2200) or online: **www.duluxdecoratorcentre.co.uk/housing/habinteg**

Homebase vouchers can be used in store by contacting Customer Services. For further information regarding the issuing of vouchers and their usage, speak to your Housing Officer or call our offices on 028 9042 7211.

How much is the Redecoration Allowance worth?

There are two rates of allowance, set by the Department for Communities: Standard and Higher. The Higher rate is only applicable in certain circumstances and to qualify you must:

- be in receipt of a means tested benefit, ie. Income Support, Job Seekers Allowance, Housing Benefit.
- be living in an area where there are no community based schemes which are able to carry out the work
- be in a property with no other able bodied person between 18 and 59 years residing in the property
- be unable to carry out the work yourself; 60+ years and/or in receipt of Disability Living Allowance / Personal Independence Payment.

If you are entitled to the Higher rate and you opt to receive payment in vouchers prior to completion of the redecoration, you will receive the difference between the Higher and Standard Rate as a monetary payment.

Am I eligible to receive a cash payment?

You may opt to receive a cash payment once you have already completed the redecoration, provided an assessment

inspection of the disruption was carried out prior to the redecoration. A further inspection will be carried out once you have redecorated and prior to payment being made.

What if I owe rent arrears or other debt to Woven

If you owe us money, the amount of your debt will be deducted from the allowance. In circumstances where the debt is greater than the allowance, you may not receive a redecoration allowance payment or voucher.

Additional benefits for all tenants of Woven

Our partnership with Dulux allows for benefits in addition to the Redecoration Scheme. All tenants of Woven are eligible for a range of discounts and savings on Dulux products. With proof of tenancy, you are entitled to big savings across the range of paints and accessories, in-store or online, including 1000s of paint colours, wallcoverings and all with free delivery. For details go to **www.duluxdecoratorcentre.co.uk** or telephone to place your order on **0845 602 3128**.

woven

INVESTORS IN PEOPLE
We invest in people Gold



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woven's offices are open:
08:45 to 16:45 Mon to Thurs
08:45 to 16:30 on Fridays

