

# Request for permission to carry out improvements

I/We ..... (Names)  
Of ..... (Postal address)  
.....  
.....

Apply for permission to undertake improvements to the property at:  
..... (Property address)  
.....  
.....

If you rent your home, is your tenancy agreement for more than one year?  Yes  No

Are your rent and service charges and other charges paid up-to-date?  Yes  No

If the answer to either of the above is no, you are unlikely to receive approval for the improvements. Customers with short-term agreements have do not have the right to make home improvements as part of their tenancy agreement. For customers with a longer agreement, you must comply with the terms of that agreement, including paying any charges, before an application will be considered.

Do you have any plans or a drawing of the proposed improvements?  Yes  No

Have you obtained planning approval for the proposed improvements?  Yes  No

If the answer to either of the above is yes, please attach copies of these documents. Where the improvement works alters the appearance or layout of your home or garden, you must supply us with a plan of the existing and proposed structures with overall dimensions shown. Other types of improvements may also require plans and/or planning approval.

Have you identified who will carry out the work?  Yes  No

If so, please provide the name, address, phone number and website/email details for the company or individual tradesperson:

Name(s): .....

Address: .....

.....

Phone: .....

Website/email: .....



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Based on the information provided in our Improvements leaflet, tick one of the following:

- A. The work is improvements for which consent must be applied for in advance (£50 fee)
- or**
- B. The work is improvements for which consent must be applied for in advance and will only be considered for homeowners (£120 fee)

The description of the improvements I am/we are looking to carry out are:

.....

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Please continue on a separate sheet if required.

**I/we confirm we have read the terms and conditions and will comply with these.  
I/We understand that there is a non-refundable deposit to be paid for the application to be considered.**

You may contact me/us on ..... (telephone/mobile number) to make payment of the administration fee.  
I/We will make payment over the telephone by credit or debit card.  
If payment is not made, I am aware my application will not be processed.

.....	.....	.....
Signed	Print name	Date
.....	.....	.....
Signed	Print name	Date

**Please note** that if your home is rented or owned in joint names, the application must be signed by both tenants.



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## Terms and conditions for requesting permission to carry out improvements

1. No works may be carried out until written permission from Orbit has been received.
2. I/we understand that there is a non-refundable administration fee for my application being considered and that the request will not be considered until this has been paid.
3. I/we understand that permission may not be granted. If that is the case, I/we understand that I/we have a right of appeal if I/we feel it is not reasonable to withhold permission. Please just contact us for more information.
4. I/we will comply with building regulations and obtain planning permission (if applicable). I/we understand that I/we can seek further information on these matters from our local authority.
5. I/we know we are responsible for ensuring the work is carried out by a person with the right skills, knowledge, qualification and experience required who has the necessary insurance.
6. The work will be undertaken entirely at my/our expense and Orbit will not pay any costs either directly or indirectly because of the work.
7. I/we accept responsibility to make good any damage caused during the course of the work or because of the improvement having been made.
8. Orbit has the right to require any sub-standard work to be fixed or removed entirely at my/our expense. Failure to agree to this may result in Orbit completing the work and charging it back to me/us.
9. I/we will be responsible for all future repairs related to the improvements or alterations I/we make.
10. If I rent my home, I/we confirm that when the property is vacated, the property will be left in its improved state unless consent is given on the basis that the property will be put back to its former condition when I/we leave.
11. I/we confirm that I/we have received information on my/our right to compensation for improvements. I/we understand that compensation will only be payable when I/we vacate the property and that the amount payable will reduce, possibly to zero, depending upon the age of the improvement at that time. I/We understand that we must keep all approvals, receipts and other related paperwork as these will be required if we wish to claim compensation in the future.
12. I/we acknowledge that further technical conditions may be applied once you have considered the details of my/our application. For example: regulations, legislation, specifications, materials or products that must be used or met.



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13. If permission is given for the improvements, I/we agree to inform Orbit when I/we are intending to start work and upon completion of the work, Orbit shall be notified immediately so that if necessary, an inspection may be carried out.

14. I/We understand the permission will be time limited and if I have not started the improvement work within six calendar months and completed the improvements works within 12 calendar months from the time the permission is granted the permission will have expired and will no longer be valid.

15. If I/we own all or part of my/our home, I/we are responsible for informing my/our mortgage lender of the intention to make improvements. This is because the conditions of the mortgage may require their consent before any improvements or alterations are carried out.

16. If I/we own all or part of my/our home, I/we understand we need to inform Orbit of any change to the insurance value of the home so that the policy can be updated and this may result in an increase to the charge I/we pay for building insurance.

17. Specific additional conditions relating to satellite television receiving equipment:
- The equipment must comply with any planning requirements. If planning permission is required, i.e. for a listed building it must be attached to this request. Your local authority will provide details of where this is required.
  - The equipment will be installed securely so as to be weather resistant. Electrical wiring will be installed in such a way as to avoid risk of fire or electrical shock.
  - The equipment must not cause interference to other customers, i.e. cause obstruction of light or electrical interference with reception of television or radio signals.
  - I/we will check with my household contents insurer to see that cover is in place for damage to the dish and/or the property, persons and/or their property caused by the dish.
  - Orbit has the right to withdraw its consent if there are any issues that come up as a result of the installation of the satellite equipment. Orbit may decide to install communal satellite equipment for everyone living in the building or at the scheme.



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