
Consents and Permissions - Adoption of Windows and Doors (Homeownership)

If you want to carry out alterations to your windows or to the external door/s to your property you should first check what your lease says you can do.

Usually your lease will clearly say whether;

- These items are Hanover's responsibility – this means that we will fund repairs and replacement from the money that we collect in your service charge as your contribution towards the reserve fund. We will programme in a date when replacement works are due to take place and will carry work out to all properties on the estate at the same time.
- You are responsible for your own windows and door/s – this means that you are wholly responsible for any works including repair and replacement.

Your lease will usually say, regardless of who is responsible, that you must ask Hanover for permission to carry out alterations such as new windows and external doors. This is so that we can ensure that any alterations are in keeping with your building and that works are carried out in a safe way. Permission cannot be unreasonably withheld by Hanover.

Hanover is responsible for my windows/door – I don't want to wait until they replace them?

If the windows/external door/s to your home are a Hanover responsibility you can still ask us for consent to replace them at your expense if you wish to carry out works before we plan to do so. We will attach conditions to any permission that we give for this type of work. This will include criteria such as works being completed by a FENSA registered contractor or equivalent.

You have 2 choices of how you can do this;

- By Licence - this means that once you have completed the works you become responsible for the future upkeep and replacement of the works. A Licence varies the repair clause in your lease and Hanover is no longer responsible for the windows/external door. All repairs/replacements are your responsibility and this responsibility will be transferred to future buyers of your property. Licence consent costs £62.50 + V.A.T. to cover our cost of varying your lease.
- By Adoption – once you have completed the work Hanover will adopt the installation and will continue to repair/replace the item in future years as per the terms of the lease. Hanover will continue to be responsible when you sell your property to someone else. The cost of an adoption is £30.00 + V.A.T. to cover our administrative costs.

In both cases we will need you to supply us with a copy of your original lease so that we can issue the legal documents in their correct form. If you do not have a copy of your original lease this

can be obtained from the Land Registry or the Solicitor that handled the purchase of your property.

We do **not** vary the service charge clause of your lease irrespective of whether you choose Licence or Adoption consent. You must continue to pay into the service charge/reserve fund for the future repair/replacement of windows/doors at your estate.

What happens if I want to apply for consent?

You will need to put your request in writing to us and we will ask you which type of consent you would like. We will also tell you more about the criteria that we attach to any permission that we will give. This is usually in relation to the quality of the installation, the standard of the contractor and some health and safety compliances that we have to check for the contractor.

What if I want to replace and change the type of windows/door?

We will consider this but we will ask you to submit specific details of what you would like to change. This will involve you obtaining drawings of the changes that you wish to make so that we can consider any potential impact on the rest of the estate.

Can I rescind my existing licence for my windows and doors and replace this with an adoption agreement?

Where licences have been granted in the past for window/door replacements we will rescind these and replace with an adoption agreement, subject to Housing Manager approval, upon receipt of a request from the resident. The cost for rescinding a licence and

replacing with an adoption agreement is £111.00 (£75 to rescind existing licence + £36 for issue of adoption agreement).

For more information about adoption or Licence consent please contact your Estate Manager.

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