

Leasehold Alterations and Improvements :- Customer Journey in Stages

Stage 1

Check your lease to see if you require permission and then if required complete the application form together with your administration fee to :contactus@metropolitan.org.uk or by post to

Metropolitan, P.O.Box 10262, Nottingham, NG8 9LE.

Please note your application will not be progressed until payment is received.

Your Housing Officer will carry out some initial checks regarding your current account status, tenure and lease conditions. Once their checks are complete your details will be forwarded to the relevant technical team for consideration. If there is an issue you will receive a letter advising you of the situation and any reasons.

Stage 2

A technical officer will consider the details of your proposed alterations and determine whether any pre-works inspections are required.

If a pre-works inspection is required, we will request the relevant fee, once received the inspection will be arranged with you. The technical officer will report back on the feasibility of your plans and may make recommendations about your application. These recommendations may be in relation to compliance with regulations or health and safety.

Stage 3

Where we are able to grant consent –

If the alteration is structural, we will issue you with a Licence to Alter. The Licence to Alter will give you permission to do the proposed work and will state any conditions for the building work and future maintenance.

If the alteration is non-structural we will grant formal Landlords Consent.

You will receive a letter advising of the outcome of your permission request if we are unable to grant consent.

You should not start any work until either the Formal Consent or the Licence to Alter has been issued.

Stage 4

Once the work has been completed, you should contact the Home Ownership Team who may arrange for one of our surveyors to inspect the work. If they are satisfied with the work, we will write to let you know. If they are not satisfied with the work, we will let you know what needs to be put right.

Stage 5

On completion of the work you must where required carry out the deed of variation to the lease and or lease plan. Metropolitan Home Ownership Team will work with you to complete this. Please note you will be required to secure your own solicitor to carry out the deed of variation and will be required to pay both your legal costs and Metropolitans cost for the variation work.