

# Install your own windows & doors

## A guide for leaseholders



Homes for Haringey

[www.homesforharingey.org](http://www.homesforharingey.org)



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## Introduction

**This leaflet explains how to obtain the landlord's permission if you want to install new windows and doors in your property. It also explains what you must do if you have already installed them without getting our permission.** Leaseholders were consulted about the policies and contents of this booklet through the leasehold panel.

Under the terms of your lease Homes for Haringey, acting on behalf of Haringey Council, is responsible for maintaining the outside of your building. This means we have to replace all the windows and doors in the building when it becomes necessary. So you should not install new windows and doors without our written permission.

Leaseholders can have the option of taking responsibility for their windows and doors if we are not planning to do the work in the near future.

Where we have plans to do the work, you will not be able to opt out unless there is sufficient time for you to arrange everything (as described in the following pages) by the time our contractors have started works on site. In order to get our permission you have to get planning permission and all the necessary information to go with your application and then install your new windows and

doors before our contractors start work on site. You also are required to be up to date with your service charges payments.

If we agree to give you permission to do the work yourself and replace all the windows and doors in the flat, then we will agree that you will not have to pay towards the new windows and doors in the rest of the building, except for the shared (communal) areas.

## How do I apply?

- ✓ Phone us to see if it is possible for us to give you permission to install your own windows and doors.
- ✓ If your property is in a window replacement programme, we can only give permission if there is time for you to do the work before our contractors start work on site.
- ✓ You must obtain planning permission from the Council's Planning Department.
- ✓ You must employ a FENSA certified company to do the work.

## What is the application process?

### Stage 1: issuing the application pack

You firstly need to contact the Home Ownership Team on [020 8489 3357](tel:02084893357) to ask if you can install your own windows and doors.

The Home Ownership Team will send you a letter within one week if we can allow you to do so. If we can, we will send you a letter explaining what you have to do, with an application pack including:

- Application form – you must complete one copy and send it to us.
- Method statement – states how your double glazing company must carry out the work.
- Specification – shows the quality of installation required.

### **Stage 2: obtaining planning permission**

You will need to contact the Planning Department to apply for planning permission. Please see Page 5 for information on “How do I get Planning Permission”.

### **Stage 3: completing your application**

You will need the following documents before you can return your signed application form to the Home Ownership Team:

- a) A copy of the Planning Permission from Haringey Council
- b) A copy of the Offer/estimate from a FENSA certified double glazing company
- c) A copy of the brochure from the company describing the type of windows and doors
- d) Specification – a letter from your chosen company on the company’s headed paper to say their specification meets the general requirements of the one we provided and diagrams showing information on the windows and doors you propose to install
- e) A letter from your company on the company’s headed paper to say they will comply with our Method Statement and Specification
- f) A current copy of the company’s Public Liability Cover (not less than £1,000,000)

One of our surveyors will assess your application once you have submitted **all** these documents.

If our surveyor agrees, the Home Ownership Team will then issue the Landlord Permission for you to install your own windows and doors. If not we will write to you to say why we cannot agree. You will receive our response within 3 weeks of your application.

### **Stage 4: carrying out the work**

Once you have received the Landlord Permission, you can go ahead with replacing your windows and doors. This should be done within six weeks of the permission, unless we agree otherwise.



## Stage 5: obtaining our consent

You must now apply for Landlord Consent. This is so we can check that the finished work is to the required standard. You must send us a copy of the Warranty or Guarantee for the work that the company has provided.

One of our surveyors will then contact you to arrange an inspection. If the work is found to be satisfactory, the Home Ownership Team will issue the Landlord Consent within three weeks. This states that you, the leaseholder, (and future leaseholders) are responsible for the maintenance of the windows and doors, and will only have to pay for any work in communal areas.

## Type and style of windows



### General:

- The new windows and doors must be UPVC and must match the existing colour and style of the windows and doors in the building or in the neighbouring properties, unless we inform you otherwise.

- You must agree to replace all the doors and windows.
- The outer surface of the frame of each new window and door must be in the same position in relation to the outside of the building as the original. This is to ensure they will fit in with the general appearance of the other windows in the building.
- The appearance of the sills must remain the same and they must not be damaged in any way by the installation of the new windows.
- The sill must be left in a condition to ensure it is fully protected from rainwater damage.
- The brickwork surrounding windows and doors must be left in a condition that will prevent the ingress of moisture. Its appearance must not be affected.

### Metal framed windows: As above plus –

- The outer frame of each window and door must be in the same position in relation to the outside of the building as the existing ones. Although the replacement UPVC frame will have a deeper section, its outer surfaces should be at the same position as those of the original window.
- Where small panes of glass are being replaced with larger ones, the general appearance of the old style should be maintained by the use of glazing bars, unless we agree otherwise.

## Additional issues:

- Please let us know if your property is in a conservation area since we may wish to give you information about the requirements.
- You must also tell us if any of the windows you plan to replace are on a balcony or are next to a balcony, since the Council may have plans to replace them with specially designed ones.

## How do I get planning permission?

If we agree in principle to let you install your own windows and doors (because we are not about to do the work ourselves) you must then obtain planning permission from the Council. You must provide the following documents to the Planning Department with your planning application:

- Ordinance Survey map with location (obtainable from Wood Green Central Library)
- Photos of the existing windows and doors
- Brochure, specification and description of what is proposed, from the double glazing company you plan to employ. Please note that the specification must comply with our requirements, please see Stage 3 for details
- Payment of the planning fee to the Council

- Conservation area – if the property is in one of these, a 'Design and access statement' is also required.

Once you have received Planning Permission, you must include a copy with your application to us – please see stage 3.

- Planning permission is provided by the Council's Planning Department. (Address: Planning Service, Haringey Council, 639 High Road, London, N17 8BD). You can obtain advice before submitting your application on the phone – 020 8489 5508 or by email – [development.control@haringey.gov.uk](mailto:development.control@haringey.gov.uk)
- You can request the relevant application form on the phone or you can download them from the Council's website. You can also apply online – please see the housing and planning section on the Council's website: <http://www.haringey.gov.uk> or you can go direct to: [www.planningportal.gov.uk](http://www.planningportal.gov.uk)

**Please note: It generally takes 8 weeks to receive planning permission.**

## So how long is this whole process likely to take?

On average you should allow approximately **18 weeks** (4 ½ months) from start to completion of this process.

<b>Stage</b>	<b>Description</b>	<b>Average timescale</b>	<b>See page</b>
Stage 1: issuing the application pack	Leaseholder requests for an application pack.	1 week	2
Stage 2: obtaining planning permission	To do this you will need to send an estimate from the FENSA certified company to the Planning Department.	8 week	3
Stage 3: obtaining landlord permission	You must provide us with a copy of the planning permission.	2 - 3 weeks	3
<ul style="list-style-type: none"> <li>You must obtain an estimate from a FENSA certified company</li> </ul>	<p>You must also provide information from your company:</p> <ul style="list-style-type: none"> <li>(a) to show they comply with our Specification</li> <li>(b) they agree to Homes for Haringey's Method Statement</li> <li>(c) provide a copy of its Public Liability Cover (not less than £1,000,000) and</li> <li>(d) a copy of the brochure describing the type of windows and doors.</li> </ul>	3 weeks	
<ul style="list-style-type: none"> <li>Assessment of the application</li> </ul>	Homes for Haringey's building surveyor to assess leaseholder's application and provide permission to install		
Stage 4: carry out the work	Confirm order and install the new windows and doors. Leaseholder to obtain guarantee / warranty for works from company.	3 - 4 weeks	3
Stage 5: obtaining our consent	<p>You must send us a copy of the Guarantee provided by the FENSA certified Company.</p> <p>Our building surveyor to inspect the works and then issue Landlords Consent.</p>	3 weeks	4

**Total average time to install new windows and doors: 18 week**

## Why you have to use a FENSA certified company

- It certifies compliance with the Local Authority **building regulations**
- The FENSA standard is the industry standard for window and door installers
- Lost homeowner certificates are easily ordered online

## I have already installed my windows and doors without getting approval, what can I do?

If you have installed your windows and doors before 31 August 2008 and have done so without obtaining Landlord Permission from us, then you can still apply for the Landlord Consent. You must complete an application form and send it with the following documents to the Home Ownership Team:

- a) Planning permission from the Council
- b) Guarantee/Warranty from the company
- c) Full details of the work you have carried out, including type, colour, specification and location of the windows and doors replaced.

After we receive the above documents, one of our surveyors will contact you to arrange an inspection of the work to check it has been carried out to the

required standard. If it meets the standards, the Home Ownership Team will issue the Landlord Consent within three weeks of your application.

## Why is it necessary to get Planning Permission and Landlord Permission/Consent for the window installation work?

Although the processes for obtaining these two permissions are similar, Planning Permission and Landlord Permission/Consent are legally different.

### Planning Permission

Planning Permission is required to comply with government legislation. Parliament has given the responsibility for planning to local planning authorities, i.e. the Local Council. Therefore, planning permission must be obtained for the proposed works to meet the regulations. This requirement applies across England and Wales. Homes for Haringey is also required to apply to Haringey Council for planning permission before it carries out certain works to the housing stock.

### Landlord Permission/Consent

The lease agreement does not allow leaseholders to change the windows and doors of a property. A leaseholder needs to obtain permission from the landlord before any such works can

be carried out. As a leaseholder of Haringey you need to apply to Homes for Haringey (who act on behalf of Haringey Council) for this permission.

## What are my future responsibilities?

Firstly you must make an appointment with us for our surveyor to inspect your new windows and doors to make sure that the work is of a satisfactory standard and meets our requirements. Once we receive confirmation we will issue you with the Landlords Consent.

This will confirm the following matters (which you agreed to when you signed your application for Landlords Permission):

- Any costs relating directly or indirectly to the work you have carried out are your sole responsibility as the leaseholder.
- Under the terms of the agreement you have entered into you will be responsible while you are the leaseholder for all future maintenance work including replacement of all the doors and windows in your property, if and when this becomes necessary.
- You must maintain them to a good standard and in accordance with any changes to the law or the building regulations. Homes for Haringey will no longer carry out the

work to maintain the windows and doors in your property, unless you fail to do so.

- However you will not be required to pay towards our costs for the replacement of the windows and doors of the building, apart from those in the communal areas (which are for general use).
- If you want to carry out any further work which relates to the replacement or major repairs to the windows and doors in your property, you must make a further application for Landlords Permission to us.

## What happens if I do not comply with the terms and conditions of the Landlord Consent?

Where there is a significant breach of the provisions of the Landlords Consent or the terms of your lease, we reserve the right to cancel the agreement without compensation for any financial loss you may suffer as a result.

## What happens when I sell my property?

You should pass on all the documents you have in relation to the replacement of the windows and doors to the new leaseholders as they will become responsible for their windows and doors.

## Useful contacts

### FENSA

Visit [www.fensa.co.uk](http://www.fensa.co.uk) or telephone 0870 780 2028 for more information.

### Home Ownership Team

13 – 27 Station Road  
London N22 6UW

For information on the scheme and to request an application pack you can telephone **020 8489 3357** or email [right2buy@homesforharingey.org](mailto:right2buy@homesforharingey.org)

### Planning Department

Planning Service  
Haringey Council  
639 High Road  
London N17 8BD

You can obtain advice before submitting your application on the phone – **020 8489 5508** or by email – [development.control@haringey.gov.uk](mailto:development.control@haringey.gov.uk)

You can download application forms from the Council's website or apply online at [www.haringey.gov.uk](http://www.haringey.gov.uk) – please see the Housing and Planning section – or you can go direct to: [www.planningportal.gov.uk](http://www.planningportal.gov.uk)

## Glossary

### FENSA

FENSA stands for the Fenestration Self-Assessment Scheme. When having windows and doors replaced, homeowners must comply with current thermal performance standards.

Firms which are members of FENSA have been certified as meeting the necessary standards to comply with the building regulations.

### Landlord Permission

This is given by the Landlord (Homes for Haringey) and means we have approved a leaseholder's proposal to carry out the work. The permission is normally valid for 6 weeks from the date of issue, unless we agree otherwise.

### Landlord's Consent

We issue this to say we have inspected and approved work which has been carried out by the leaseholder. It gives exemption in future to charges for the windows and doors in the building, except those in communal areas.

### UPVC

UPVC stands for Unplasticised Poly Vinyl Chloride. It is a type of plastic material. It does not burn easily and it is stiff and strong. It is very water proof and has very good resistance to damage from sunlight.

## Translation and interpreting services

This leaflet explains how to obtain the landlord's permission if you want to install new windows and doors in your property. For a copy in your own language, complete the form and return to the freepost address below.

### Albanian

Kjo fletushkë ju tregon se si të merrni leje nga pronari shtëpisë nëse doni të instaloni dritare dhe dyer të reja në banesën tuaj. Për një kopje në gjuhën tuaj, ju lutem plotësoni formularin dhe dërgojeni atë tek adresa e mëposhtme me postim falas.

### Kurdish

Ev belavok îzeh dike ku heke hun bixwazin pace (pencere) û derîyên nuh bi avahîya xwe bixin, hun çawa dikanin destûrê ji xwedîyê xanî bistînin. Heke hun kopîyeke bi zimanê xwe dixwazin, formê tije bikin û ji navnîşana posta bêpere ya jêrîn re bişînin.

### Arabic

توضِّحُ هذه الورقة للإعلان كيفية الحصول على رخصة صاحب الملك لتتركيب نوافذ وأبواب جديدة في ملكيتك. لنسخة في لغتك الخاصة، أكمل الإستمارة وعُدّها إلى العنوان المجني في الأسفل  
freepost

### Somali

Warqaddani waxay sharxaysaa sida loo helo oggolaanshaha haddii aad rabto inaad gurigaaga ku xidho daaqado iyo albaabbo cusub. Si aad u hesho koobbi luqaddaada ku qoran buuxi foomka oo ku soo celi cinwaanka boostiisu lacag la'aanta yahay ee hoose.

### Greek

Το φυλλάδιο αυτό εξηγεί τον τρόπο απόκτησης της άδειας του ιδιοκτήτη, εάν θέλετε να εγκαταστήσετε καινούργια παράθυρα και πόρτες στο σπίτι σας. Για αντίγραφο στη γλώσσα σας, συμπληρώστε το έντυπο και επιστρέψτε το freepost στη διεύθυνση παρακάτω.

### Turkish

Bu broşürde konutunuza yeni pencere ve kapı takmak isterseniz konut sahibinin iznini nasıl alacağınız açıklanmaktadır. Eğer broşürün Türkçesini edinmek istiyorsanız lütfen formu doldurup aşağıdaki ücretsiz posta adresine geri gönderin.

Please tell us if you would like a copy of this booklet in another language that is not listed above or in any of the following formats, and send the form to the Freepost address below.

- In large print       On audio tape       In Braille       In another language Which language? \_\_\_\_\_



Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

Please return to: **Freepost RLXS-XZGT-UGRJ Haringey Council, Translation and Interpretation Services, 8th Floor, River Park House, 225 High Road, London N22 8HQ**



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