

## 1.0 INTRODUCTION

- 1.1 The laying of Laminate or Wood Block flooring by Tenants can cause issues for the delivery of SBHA's Repairs and Maintenance Service and Planned Improvement works where access is required under the flooring to complete works. It can also lead to complaints by other tenants and residents from noise.

## 2.0 POLICY CONTENT

- 2.1 This Policy has been prepared to provide clarity to Tenants who are considering laying this type of flooring in their SBHA home, that there are risks in doing so, which should be taken into account in making their decision.

- 2.2 **In SBHA flats / four-in-a-block:** the laying of Laminate or Wood Block flooring is **not permitted** as it contributes to excessive noise transmission and complaints of anti-social behaviour. SBHA will consider requests for permission for the laying of laminate or wood block flooring on the ground floor and where granted the conditions in 2.3 below apply. Should any complaints of noise be received and it is established that the flooring permitted on the ground floor is contributing to the issue then Tenants may be requested to remove the flooring where permission has been granted.

- 2.3 **In SBHA houses:** SBHA will give approval for the laying of Laminate or Wood Block flooring with the following conditions:

- If in the future Maintenance Contractors require access to under floors for a repair or for a new installation such as central heating, the Tenant will be responsible for the removal and replacement of flooring without any compensation or assistance from SBHA.
- In emergency situations when an area of Laminate or Wood Block flooring requires to be lifted to resolve a fault, SBHA will not be responsible for re-laying the flooring, or be liable for its replacement.

- 2.4 In the event that Laminate or Wood Block flooring has been laid and becomes damaged or requires to be lifted, for any reason, **SBHA will not accept liability**. It is often the case that SBHA's Operatives or Contractors need to take up floorboards to repair or renew pipework, electrical cables, lay insulation etc. and any Laminate type floor covering will unavoidably be damaged in this process. Also if Laminate flooring is allowed to become soaked, for example, if there is a leak in pipework, it often becomes unusable, and again SBHA will not take responsibility for its repair or replacement.

- 2.5 A small number of SBHA Tenants have written permission to lay Laminate flooring due to special circumstances. In these cases, SBHA's maintenance obligations will be as per the conditions in 2.3 above.

- 2.6 SBHA needs to ensure, as far as possible, that Tenants are aware of the obligations which they are taking on if they decide to lay Laminate or Wood Block flooring in their house. SBHA will therefore issue reminders in the SBHA Tenants Newsletter, include this Policy in sign-up packs and publish it on the website.

- 2.7 On termination of tenancy, all floor coverings should be removed. Failure to do so may result in a re-charge.

## 3.0 REVIEW OF POLICY

- 3.1 This Policy will be subject to review every 3 years or earlier if other changes necessitate this.

Approved: 22 May 2025

Review: May 2028