

POLICY TITLE: Property Modifications Policy

Policy Category:	Asset Management & Maintenance
Date Authorised by Exec:	8 August 2017
Review Responsibility:	Head of Assets
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Version:	V7
Related Policies:	Asset Management
Related SOP:	Property Modification SOP, AHA Responsive Maintenance – Urgent and Non-Urgent repairs, AHA Planned Maintenance, Tenant Property Damage Operational Guidelines
Related Forms:	Application and Assessment for Property Modification
Related Standards:	Residential Tenancies Act 1997

PURPOSE:

To provide guidance to Haven; Home, Safe (HHS) Affordable Housing Association (AHA) staff on how requests for Property Modifications to HHS AHA properties will be processed.

POLICY:

Property modifications may be requested by tenants or residents to improve the amenity of the property or if they have a disability, medical condition or may benefit from an aide that will assist them to function better in their physical environment. Documentation must be provided by a relevant medical practitioner, such as an occupational therapist, a doctor or if appropriate, a letter from a support worker.

Haven; Home, Safe is not responsible to pay for property modifications requested by the tenant.

Property modifications are at the expense of the tenant or alternatively may be funded through an Aged Care/Disability Support package if the tenant is eligible.

The tenant needs to advise Haven; Home, Safe on the Property Modification Application Form the method of funding proposed to cover the expense of the property modification.

Approved requests must be installed or completed by a qualified tradesperson.

If the request is for disability modifications an Occupational Therapist or qualified persons must be consulted in this process and will be at the expense of the tenant.

Garden landscaping must meet the governing council’s strict water restrictions and be conducive to the established gardens at the property.

Requests will be considered in line with fire safety provisions that may exist at the dwelling.

Approved modifications or fixtures installed will become part of the property unless otherwise agreed upon with HHS. If the tenant is retaining the fixture when the property is vacated the fixture will be removed and the property will be restored to its original condition at the cost to the tenant in accordance with **Section. 64. (2)(a)** of the *Residential Tenancies Act 1997*.

PROCEDURES:

- Tenants must put all modification requests in writing to the Tenancy and Property Manager using the prescribed form and must await **written** approval from the General Manager, Asset Management and Maintenance before undertaking any works.
- Once written approval has been provided it is the tenant's responsibility to obtain any permits required as per local council regulations.
- The Tenancy and Property Manager will respond to property modification requests within 21 days advising of the outcome of the request.