

Asset Management Modifications Policy

Policy No.	A-8		
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Related policies and documents	Establish and Maintain a Tenancy, Additional Tenant Charges, Responsive Maintenance, Changing Needs of Tenants		

Scope

This policy applies to all staff, contractors, applicants, tenants and key stakeholders, support agencies and allied health professional working with Amélie Housing.

Policy Statement

It is the policy of Amélie Housing to accommodate tenants who require modifications to their property to allow them to age in place or live independently with support if they have a disability.

Compliance

This policy assists Amélie Housing to comply with:

Compliance Document	Section/Number	Area
National Community Housing Standards	1.2	Establish and maintaining tenancies
	2.2	Asset Management – Responsive maintenance and repairs
National Regulatory Code Evidence Guidelines	1g	Tenant and Housing Services – Maintain satisfaction with housing services
	2b	Housing Assets – setting and meeting property condition standards Housing Assets - planning and undertaking responsive maintenance

Modifications Policy

Requests for modifications

Requests for modifications must be received in writing and will be assessed on a case by case basis, in accordance with legislative requirements under the Residential Tenancies Act 2010. Modifications can be larger or smaller requests, made to allow the person to live safely and comfortably in their property.

Assessing Modifications

Modifications will be assessed in relation to:

- Type and length of lease,
- Cost of full modifications compared to a transfer to another, suitably modified Amélie Housing property
- The results of professional allied health occupational therapy assessments for the tenant and or dependent children
- Before approving modifications, Amélie Housing will request the tenant and household member explore additional funding support for the cost of modifications.
- Where gaps exist between external subsidies available for modifications and the actual cost, Amélie Housing will assess each application and may fund the gap payment between the subsidy for modifications and cost.

All modifications require a professional assessment, outlining:

- The reason for the modification
- The type of modification required
- Two quotes for the cost of the modification
- A scope of work to be done
- Funding and subsidy costs available to contribute to the cost of the modification

Examples of modifications

- Examples of modifications could be but are not limited to:
- Ramp access to properties and widening hallways
- Grab rails in showers
- Non-slip modifications to bathroom flooring
- Replacing a bath with a shower
- Reducing steps in the bathroom

Carrying out modification work

All modification work must be carried out by qualified, licensed tradespersons in accordance with Work, Health and Safety Legislation and all applicable building codes in each state and territory.

When will modifications not be approved?

Modifications will not be approved for transitional housing tenancies. Every effort will be made with support partners and tenants to match the tenant to an appropriate property that meets their transitional housing needs.

For transitional housing tenants, depending on housing need, eligibility and availability, tenants may apply for suitable social housing under the Applications system in each state and territory.

Complaints and Appeals

If a tenant is not satisfied with a service provided by Amélie Housing or does not agree with a decision it has made, they can ask for a formal review. To do this, the tenant can complete a **review of decision** form.

Details on how to make a complaint, provide feedback or lodge an appeal are found in Amélie Housing Complaints and Appeals policy.

Additional Information for NSW Tenants

If a tenant is unhappy with the outcome of an appeal to Amélie Housing, they can lodge an appeal Housing Appeals Committee. The Housing Appeals Committee is an independent agency that reviews certain decisions made by staff of Community Housing organisations and Housing NSW. For information on the Housing Appeals Committee call 1800 629 794 or go to www.hac.nsw.gov.au.