

Asset Management Alterations Policy

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Related policies and documents	Establish and Maintain a Tenancy, Additional Tenant Charges, Planned Maintenance, Responsive Maintenance		

Scope

This policy applies to all staff, contractors, applicants, tenants, and critical stakeholders of Amélie Housing. It also applies to companion animals, therapy animals, restricted animals and prospective pets entering Amélie Housing properties.

Policy Statement

It is the policy of Amélie Housing that all alterations to a property must be requested in writing and approved before any work is carried out.

All alterations must comply with relevant state and territory guidelines for alterations and additions before, after and during the alteration.

Alterations in leasehold properties will not be permitted.

All alterations must comply with Work, Health and Safety legislation requirements in each state and territory, without exception.

Compliance

This policy assists Amélie Housing in complying with:

Compliance Document	Section/Number	Area
National Community Housing Standards	1.2	Establish and maintaining tenancies
	1.3	Changing Needs of Tenants
	1.4	Ending Tenancies
	4.1	Tenants' Access to Support
National Regulatory Code Evidence Guidelines	1a	Tenant and Housing Services – Eligibility, access, and engagement
	1c	Tenant and Housing Services – setting and meeting housing standards

Alterations Policy

Amélie Housing must approve all alterations before any work is done.

When deciding whether to permit improvements, Amélie Housing will consider the presence in the property of asbestos-cement or other building products that contain asbestos.

Alterations and asbestos cement

When making any improvements to the property, tenants should avoid any activities that may result in asbestos fibres being released into the air, such as:

- breaking asbestos-cement,
- dusting, sweeping or vacuuming near broken asbestos-cement,
- using electric power tools,
- drilling, sanding, or sawing.

In addition, the following activities are illegal and should not be undertaken:

- disposing of asbestos-cement or other products containing asbestos in domestic rubbish bins or skips,
- using water-blasting equipment on asbestos cement or other materials containing asbestos.

Restoring alterations that are not approved

If any alterations are undertaken that are not approved, tenants will be responsible for the cost of restoring the property and the alteration to the original state as set out in the property condition report. See the Additional Tenant Charges policy for more information.

Complaints and Appeals

If a tenant is not satisfied with a service provided by Amélie Housing or does not agree with its decision, they can ask for a formal review. To do this, the tenant can complete a **review of the 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 appeal Housing Appeals Committee. The Housing Appeals Committee is an independent agency that reviews certain decisions made by Community Housing organisations and Housing NSW staff. For information on the Housing Appeals Committee, call 1800 629 794 or go to www.hac.nsw.gov.au.