

# Asset Management Modifications Policy

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<b>Related policies and documents</b>	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 in complying 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 assessed on a case by case basis, per legislative requirements under the Residential Tenancies Act 2010. Modifications can be larger or smaller requests to allow the person to live safely and comfortably on their property.

### Assessing Modifications

Modifications will be assessed about:

- 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 that 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
- Scope of work to be done
- Funding and subsidy costs are 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**

Qualified, licensed tradespersons must carry out all modification work per 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 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](http://www.hac.nsw.gov.au).