

Property Modification Request Policy

Asset Management

Document Owner

4

Version number

19/06/2027

Next Review Date

19/06/2024

Date Published

3 Years

Review Period

1. Purpose

The purpose of this policy is to provide clear direction to Housing Choices Australia (HCA) Staff in the management of all minor and moderate non-structural modification requests, which can be submitted by the resident, their advocate or their medical care team.

This Policy must be read in conjunction to the Property Modification Procedure.

2. Scope

This policy applies to all properties under HCA's stewardship, whether owned or managed on behalf of other individuals, organisations, or government agencies.

Where HCA manages properties, the contractual arrangements are detailed in the management agreements that specifically relate to those properties and must be read in conjunction with this policy.

HCA acknowledges that a resident during their tenancy may require a modification to their property that would enable increased functionality with managing day to day living tasks.

All modification requests received will be reviewed against Housing Choices Australia Set Criteria. All criteria must be met before approval is provided. Criteria include, but are not limited to;

- safety aspects,
 - financial viability of the request,
 - sustainability of the tenancy, scale of works,
 - the type of request,
 - the impact of the request on the physical nature of the asset
 - responsibility and ongoing maintenance of the modification
- The request may be approved with the provision of make good at the end of lease/tenancy.

3. Scheduled Review

The Manager, Planning & Implementation is responsible for reviewing process and reporting non-compliances, and the policy will be reviewed every three years.

4. Cost and scope of modification

Together, the Property Team Leader or their delegate and the resident (or their representative) should explore all sources of funding prior to approval. This should include liaison with services providers, such as NDIS, HAAC, General Practice Doctors, Occupational and Therapy Hospital Outpatient Services, etc.

HCA may choose to fund the modification, to improve the functionality, safety and accessibility after considering all external funding options.

A resident and their advocate must be informed of HCA's decision to approve/decline a modification. Should they wish to Appeal the decision they will be advised of the HCA Complaints and Appeals policy modification request which requires a regulatory approval, such as local council approval is to be escalated to GM National Assets for consideration. Team Leaders do not have the authority to give consent for these works.

5. References:

LEGISLATION & STANDARDS	RELATED INTERNAL DOCUMENTS
<ul style="list-style-type: none">• National Community Housing Standards Section 2: Asset Management• National Community Housing Standards Section 3: Tenants Rights and Participation• Residential Tenancies Act 2010 (NSW)• Residential Tenancies Act 1997 (Vic)• Residential Tenancies Act 1997 (Tas)• Residential Tenancies Act 1995 (SA)• Residential Tenancies Act 1987 (WA)• Federal Register of Legislation - National Disability Insurance Scheme (Specialist Disability Accommodation Conditions) Rule 2018• Federal Register of Legislation - National Disability Insurance Scheme (Restrictive Practices and Behaviour Support) Rules 2018• Federal Register of Legislation - National Disability Insurance Scheme Act 2013	<ul style="list-style-type: none">• Asset Management Policy• Tenant Damage Policy• Responsive Maintenance Procedure• Planned Maintenance Procedure• Capital Upgrade Procedure• Minimum Property Standards Policy (HCWA)• Vacate Maintenance Procedure• Property Condition Survey Procedure• Property Modification Request Procedure

English:

If you need an interpreter, please call TIS National on 131 450 and ask them to call **Housing Choices Australia** on **1300 312 447**. Our business hours are **9am to 5pm, Monday to Friday**.

You can also visit the TIS National website for translated information about the service TIS National provides. Visit: www.tisnational.gov.au

Arabic:

إذا كنت بحاجة إلى مترجم، يرجى الاتصال بـ TIS الوطنية على الرقم 131 450 وأطلب منهم الاتصال بـ **Housing Choices Australia** على هاتف رقم **1300 312 447**. ساعات العمل الخاصة بنا **9am to 5pm, Monday to Friday**.

يمكنك أيضا زيارة موقع TIS الوطنية للحصول على معلومات حول الخدمات التي تقدمها TIS الوطنية. قم بزيارة: www.tisnational.gov.au

Farsi (alt Persian):

اگر به مترجم نیاز دارید، لطفاً با شماره تلفن تیس نشنال 131 450 تماس بگیرید و از آنها بخواهید با **Housing Choices Australia** به شماره **1300 312 447** تماس بگیرید. ساعت کاری ما **9am to 5pm, Monday to Friday** است.

www.tisnational.gov.au شما همچنین می توانید به وب سایت تیس نشنال برای اطلاعات در مورد خدماتی که تیس نشنال فراهم می کند مراجعه کنید. به

Vietnamese:

Nếu quý vị cần thông dịch viên, xin hãy gọi cho Dịch vụ Thông Phiên dịch Quốc gia (TIS Quốc gia) theo số 131 450 và yêu cầu họ gọi cho **Housing Choices Australia** theo số **1300 312 447**. Giờ làm việc của chúng tôi là **9am to 5pm, Monday to Friday**.

Quý vị cũng có thể vào thăm trang mạng của TIS Quốc gia để có thông tin về các dịch vụ mà TIS Quốc gia cung cấp. Hãy vào thăm www.tisnational.gov.au

Somali:

Haddii aad u baahan tahay turjumaan, fadlan ka wac TIS National taleefanka 131 450 waxaad ka codsataa inay kuu wacaan **Housing Choices Australia** iyo **1300 312 447**. Saacadaha Shaqadu waa **9am to 5pm, Monday to Friday**.

Waxaad kaloo booqan kartaa website-ka TIS National ee macluumaadka turjuman oo ku saabsan adeegga TIS National ay bixiso. Ka eeg: www.tisnational.gov.au

Simplified Chinese:

如果您需要口译员，请拨打TIS National 的电话131 450，请他们打电话给**Housing Choices Australia**，电话号码：**1300 312 447**。我们的营业时间是**9am to 5pm, Monday to Friday**。

你也可以访问TIS National 的网站，了解TIS National提供的服务。网址：www.tisnational.gov.au

Traditional Chinese:

若你需要口譯員，請撥打TIS National電話131 450並請他們轉接 **Housing Choices Australia** 的電話 **1300 312 447**。我們的工作時間是**9am to 5pm, Monday to Friday**。

你也可以瀏覽TIS National 網站瞭解TIS National 的服務資訊，網址：www.tisnational.gov.au

Spanish:

Si necesita un intérprete, por favor llame a TIS National en el 131 450 y pida que lo comuniquen con **Housing Choices Australia** en el **1300 312 447**. Nuestro horario de oficina es **9am to 5pm, Monday to Friday**.

También puede visitar el sitio web de TIS National para obtener información acerca de los servicios que provee TIS National. Visite www.tisnational.gov.au

Italian:

Se hai bisogno di un interprete, telefona a TIS National al numero 131 450 e chiedi di chiamare **Housing Choices Australia** al **1300 312 447**. I nostri orari d'ufficio sono **9am to 5pm, Monday to Friday**.

Puoi visitare anche il sito web TIS National per informazioni tradotte sul servizio che TIS National fornisce. Visita il sito: www.tisnational.gov.au

For other languages, access to an interpreter is available by contacting Housing Choices Australia on 1300 312 447.