

Modifications Policy

Purpose

The purpose of this policy is to ensure that HousingFirst properties meet the needs of tenants and that any building modifications are undertaken to an acceptable standard.

Scope

This policy applies to all HousingFirst properties.

Policy Statement

Requests for property modifications can be made using a Property Modification Request Form and are assessed by the Asset Manager on a case-by-case basis. The Asset Manager will respond to all requests for property modifications in writing.

General modifications

Tenants can request improvements or additional features to their housing, for example extensions to fencing, awnings, air conditioning, skylights etc. If the works are approved, in most cases the tenant will be required to cover the costs of the works. In some circumstances the expenses may be shared between HousingFirst and the tenant.

Disability modifications

Tenants can request either for themselves or a household member, maintenance works that will improve the access and/or amenities of their property for example adding grab rails, changing to lever style taps. These works are generally requested because the existing housing presents a health and/or safety risk to a household member.

In order to determine the urgency of the request, HousingFirst requires supporting information from a qualified allied health professional. This information must confirm the need and urgency for the modifications and detail the type of modifications required.

Where the health and safety of tenants or household members are placed at serious risk, works are completed as urgent works.

Related information

Residential Tenancies Act 1997 (Vic)

Property Modification Request Form

Victorian Housing Registrar Performance Standards

Transparency and accessibility

This policy is available at www.housingfirst.org.au

Version control

Version	2	Review frequency	24 months
Approved	Chief Executive Officer 18 April 2019	Responsible position	General Manager, Development and Assets