

1.0 Alterations and Modifications Policy

2.0 Identification Grid

Date first approved: 30/04/2019	Date of effect: 30/04/2019
Date last amended: 30/4/2019	Date of next review: 30 April 2021
Policy Owner: GM Housing Supply	Portfolio: Housing Supply
Author: GM Housing Supply	

3.0 Purpose

This policy establishes the approach of Launch Housing to modifications and alterations to rented properties to enable tenants to remain living independently.

4.0 Definitions

Alteration	The installation of fixtures, or any alteration, renovation, addition or deletion to any part of the existing premises.
Premises	Any buildings, fixtures and fittings within the title boundary of the rented premises including fencing and gates.
Minor Modification	Items that do not require structural changes to a property.
Major Modification	Defined as needing structural changes to a property.

5.0 Policy Details

5.1 Scope

This policy applies to all long term tenants who reside in Launch Housing owned or managed properties.

5.2 Policy Details

5.2.1 Any request for Alterations and Modifications to a property must be in writing and accompanied by the appropriate medical and professional certification (if relevant) for a request to be considered. This document must include documentation confirming the need, urgency and type of modification request.

5.2.2 The tenant will be responsible for Launch Housing receiving the correct documents to enable the request to be considered.

5.2.3 All documentation/assessments and supporting information will be at the tenant's expense.

5.2.4 Launch Housing strives to ensure that tenants live in safe, appropriate housing that, as far as possible, meets their needs. Launch Housing will not refuse any reasonable requests for Minor Modifications that will be made at the tenant's expense, however requests for Minor Modifications will not be automatically approved even if the tenant meets the costs.

5.2.5 Major and Minor Modifications and Alterations will be considered on a case-by-case basis.

Launch Housing will:

- determine if the Alterations and/or Modifications can be rectified, repaired or removed at the cessation of the tenancy and confirm make good obligations;

- assess any current or future loss caused by the proposed Alteration and/or Modification.
- 5.2.6 Where appropriate Launch Housing will:
- seek approval from the owner/manager of the property;
 - assess any impact on neighbours or future tenants;
 - take all reasonable steps to assess any hazardous building products in the degree to which those products will be altered as part of the proposed alteration;
 - assess if there are any prohibitions such as health & safety regulations.
- 5.2.7 Alterations and Modifications will not be approved if:
- they adversely impact on the building's structure, safety or on other tenant's rights or safety;
 - the request is considered to be inconsequential – i.e. it is aesthetic, cosmetic or non-functional.
- 5.2.8 An Alteration and/or Modification can be made by the tenant, Launch Housing or a Launch Housing Contractor once the Alteration is approved by Launch Housing. The cost of the Alteration or Modification will be borne by the tenant unless alternate arrangements are made and agreed in writing.
- 5.2.9 Launch Housing Responsibilities:
- Review alteration applications within 20 business days if all relevant documents have been supplied. If there is a delay, Launch Housing will inform the applicant about the expected timeframe and reason for the delay;
 - Inspect the proposed Alterations and/or Modifications at the Premises if required;
 - Inspect the Alterations and/or Modifications including the assessment and compliance of any make good provisions at the end of the lease period;
 - Where an application is refused, the tenant may submit a revised proposal;
 - Tenants will be informed in writing about the outcome of their application;
 - Consider if any building or planning permits are required and obtain such permits prior to commencing any Alterations and/or Modifications.
- 5.2.10 Tenant Responsibilities:
- Pay the full costs for any Alterations and/or Modifications or comply with alternate arrangements that have been made with Launch Housing in writing;
 - Responsible for notifying Launch Housing of any damage to the Alterations and/or Modifications and bear the cost of repairing and maintaining any alterations;
 - Fund all remedial works caused by negligence, poor workmanship or failure to complete an Alteration and/or Modification in full;
 - Repairs and make good to any damage the Alterations and/or Modifications may cause;
 - If requested by Launch Housing, remove Alterations and/or Modifications at own expense and restore the property to its original condition at the cessation of the tenancy.

6.0 Responsibilities

Role	Responsibilities
General Manager Housing Supply	<ul style="list-style-type: none">• Ensure the policy is updated as per the regular policy review cycle or if there are changes to the compliance environment.
Manager THM & Manager REA	<ul style="list-style-type: none">• Ensure requests for alterations and modifications are handled fairly and appropriately.
Coordinator	<ul style="list-style-type: none">• Monitor the implementation of this policy.

7.0 Relevant Legislation & External Documents:

- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- DHHS Service Standards for Registered Agencies
- Housing Act 1983 (Vic)
- Victorian Housing Registrar Performance Standards for Registered Agencies
- Building Code of Australia (BCA)
- Disability Discrimination Act 2005 (DDA)

8.0 Supporting Documents and Implementation Tools

- Launch Housing – Tenant Transfer Policy
- Launch Housing – Tenant Recharge Policy
- Launch Housing – Maintenance and Repairs Policy