

## POLICY 1.19 ALTERATIONS AND MODIFICATIONS

### OVERVIEW

This policy outlines how ILV (we, us, our) will respond to requests to alter or modify a property.

It applies to all residents of ILV properties and all tenancies management by ILV.

### WORD LIST

**Alteration:** Something intended to make life more comfortable or pleasurable.

**Modification:** Changes to the structure, layout or fittings of a home to allow a person with a disability to safely access and move around their home.

### POLICY

You may want to make some changes to your home. There are rules around the changes that you can make.

This policy covers:

- Alterations
  - Request for an alteration
  - Your responsibilities
  - Inspection
- Modifications
  - Types of modifications
  - When you might need a modification
  - Factors we will consider
  - If modifications are not approved
- If you are not happy with our decision about an alteration or modification.

### ALTERATIONS

You may want to make some changes to make it more comfortable for you.

Alterations can be classed as minor or major.

You must contact us **before** making any minor or major alterations and you must pay the cost of the alterations.

Minor Alterations (We generally approve this type of alternation)	Major Alterations
<ul style="list-style-type: none"> <li>● Securing furniture (to a non-tiled wall) for safety reasons</li> <li>● Child safety latches (outside gates) or child safety gates (inside)</li> <li>● Fly screens</li> <li>● Window coverings (curtains and blinds)</li> </ul>	<ul style="list-style-type: none"> <li>● Security shutters and security grilles that meet Australian standards</li> <li>● Pay television, satellite dishes and antennas</li> <li>● Painting - internal only</li> <li>● Kitchen and bathroom remodelling</li> <li>● Built-in-cupboards or wardrobes</li> </ul>

Policy No: 1.19	Name: Alterations and Modifications		
Approved by: Board	Version: 1.4	Review Date: Sept 2023	Page 1
Date Approved: 18 Dec 20			

<ul style="list-style-type: none"> <li>● Changing to hand-held shower heads or lever-style taps</li> <li>● Installing or replacing hooks, nails or screws for hanging paintings, picture frames and other similar items</li> <li>● Installing phone line or internet connection</li> <li>● Putting plants in existing gardens</li> <li>● Security camera</li> <li>● Film to window or glass doors</li> </ul>	<ul style="list-style-type: none"> <li>● Fixed appliances, such as air-conditioners and heaters</li> <li>● Changing floor coverings</li> <li>● Rainwater tanks</li> <li>● Carports, awnings and garages</li> </ul>
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### REQUEST FOR AN ALTERATION

You need to write to us ([info@ILV.org.au](mailto:info@ILV.org.au)) and say what you want to do. You need to give us as much detail as possible.

We will aim to give you an answer within 21 days. We will generally approve minor alterations.

We will consider:

- Impact on the structure of the building
- Impact on neighbours
- Australian Standards, legal requirements and Local Council regulations or strata rules
- If the alteration can be removed at the end of the tenancy
- Who will do the work e.g. licensed qualified contractors
- Your tenancy e.g. we will generally not approve alterations where a resident is in debt (in arrears) with their rent or other payments.
- If the owner of the building approves (where we do not own the building)

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### YOUR RESPONSIBILITIES

If we approve the alteration you:

- Pay the full cost of the alteration
- Agree to pay any ongoing costs related to the alteration e.g. maintenance of air conditioner
- Pay for fixing any problems related to the alteration e.g. poor workmanship
- Are responsible for any damage caused by the alteration
- Must make sure you have all the relevant approvals e.g. Council approval
- Rectify any issues we identify when we inspect the alteration
- Undertake the alteration within three months of us giving approval
- Must remove the alteration at the end of the tenancy (and pay for the removal) if we ask you to.

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### INSPECTION

We will inspect the alterations after they have been completed (major alterations).

<b>Policy No: 1.19</b>	<b>Name: Alterations and Modifications</b>		
<b>Approved by: Board</b>	<b>Version: 1.4</b>	<b>Review Date: Sept 2023</b>	<b>Page 2</b>
<b>Date Approved: 18 Dec 20</b>			

### MODIFICATION

A modification aims to make a home suitable to the specific needs of a person with a disability.

### TYPES OF MODIFICATIONS

Modifications can be minor or major.

Minor Modifications (non-structural work)	Major Modifications (usually involve structural work)
<ul style="list-style-type: none"> <li>● Grab rails</li> <li>● A hand-held shower</li> <li>● Lever taps</li> </ul>	<ul style="list-style-type: none"> <li>● Widening doorways</li> <li>● Access ramps</li> <li>● Changing the kitchen, bathroom or laundry</li> <li>● Replacement of floor coverings</li> <li>● Work that requires a Development Application (DA) approval</li> </ul>

### WHEN YOU MIGHT NEED A MODIFICATION

A modification may be needed:

- Before you move in (at the start of a tenancy)
- During your tenancy (as your needs change over time) to allow you to continue to live in the property.

You need to get our approval before making any modifications.

#### Before moving into an ILV property (new residents)

Before you move into a property, we will speak with you about your specific needs. We will work with you, your support service providers and other professionals e.g. occupational therapists to identify any modifications you need.

We will talk with you about who will pay for the modifications

e.g.

- Automatic door opener to your apartment may be funded under your NDIS plan
- Automatic door openers on the front door to an apartment block will be funded by us

We will modify the property, undertake and finance the work at no cost to the tenant, where it is feasible and economically viable to do so.

#### Modifications after you have moved in (existing residents)

After you move in or have been living in your home for some time, you may need further changes.

Contact us to discuss your needs. Provide us with information on what you want to do and why you need it. You may provide a report from a doctor or another health worker that shows why you need this modification. If you want to make a major modification, we may ask for an Occupational Therapist report.

Policy No: 1.19	Name: Alterations and Modifications		
Approved by: Board	Version: 1.4	Review Date: Sept 2023	Page 3
Date Approved: 18 Dec 20			

We will talk with you about who will pay for the modifications.

We will aim to give you a decision within 20 days.

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### FACTORS WE WILL CONSIDER

In deciding whether to approve a request for a modification, we will consider:

- Any documentation about the modification and how it might meet your current and likely future needs
- Whether the modification is structurally feasible
- Our financial capacity to undertake the work
- Whether we have any alternative, more suitable housing available
- Whether the owner agrees to the modification (where we do not own the property)
- Your ability to maintain the tenancy if the modifications are made

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### IF MODIFICATIONS ARE NOT APPROVED

Sometimes modifications may not be approved e.g. they may not be possible or financially viable or the landlord does not approve.

We will speak with you about other options including transferring to another property that meets your needs.

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### IF YOU ARE NOT HAPPY WITH OUR DECISION ABOUT AN ALTERATION OR MODIFICATION

If you are not happy with the decision/s we make you can:

- Speak to our staff about why we made that decision
- Ask for a review of the decision ( Refer to ILV Policy 1.4 Appeals).

### RELATED POLICIES, LEGISLATION OR OTHER RESOURCES

#### Legislation and Guidelines

- Applicable tenancy legislation
  - Residential Tenancy Act 2010 (NSW)
  - Residential Tenancies Regulation 2019 (NSW)

#### Policies

- ILV Policy 1.10 Transfers
- ILV Policy 1.4 Appeal

#### Resources

- Tenanthelp Tenanthelp.com.au (State specific information for tenants)
- Disability Housing Information line 1800 843 929 or email [housinginfo@pwd.org.au](mailto:housinginfo@pwd.org.au) Information for people living in SDA properties and their supporters

Policy No: 1.19	Name: Alterations and Modifications		
Approved by: Board	Version: 1.4	Review Date: Sept 2023	Page 4
Date Approved: 18 Dec 20			