



## Housing Alterations Policy

### Purpose

This policy outlines how SAH will manage requests from tenants to make alterations to a property.

The aim of this policy is to make sure that each application is responded to in a fair, transparent, and systematic way that clearly explains options, choices, and decision-making processes.

### Scope

This policy applies to all housing programs and properties owned or managed by SAH.

In leased properties, and properties managed on a fee for service arrangement, the approval of the property owner/manager will be required. In these instances, SAH will approach the owner to seek permission for the alteration or modification to be approved.

All staff are required to adhere to this policy.

### Policy Statement

1. SAH acknowledges that tenants may want to alter and improve properties to improve the amenity for themselves and anyone legally residing in the property in accordance with the relevant tenancy legislation
2. These requests will be assessed on the basis of the state specific requirements.
3. SAH will not be responsible for any of the costs relating to alterations to improve amenity.
4. SAH acknowledges that tenants may want to: modify premises as the needs of tenants or household members may change because of illness, injury, or and that as a result, their home, in its current form, may no longer be suitable.

### Seeking Approval

1. Before a tenant can make a change to the property, the leaseholder (head tenant) must first contact SAH housing team, through their allocated housing (tenancy) worker using their allocated support worker if applicable.
2. To assist SAH with either approving or declining an application, tenants should provide as much information as they can about the proposed works on the property modification request form. Tenants can request a property modification form from their Housing Worker.
3. SAH will respond to an application within 21 days of the application being received by SAH.

### Assessing an Application

1. SAH will determine if the alteration is able to be rectified, repaired, or removed at the end of the tenancy and consider these costs appropriately.
2. Assess if there is any current or future loss caused by the proposed alteration and factor that into its decision.
3. Where applicable, SAH will:
  - seek approval from the owner or manager of the property.
  - assess any impact on neighbours or future tenants.
  - take all reasonable steps to assess whether the home has any asbestos or any hazardous building products in the degree to which those products will be altered as

part of the proposed alteration (for example drilled, cut, and removed).

- assess if there are any prohibitions by law such as a strata by-law, building or health & safety regulations.
4. SAH will need to be reasonably satisfied that appropriate contractors will be lawfully engaged to complete the works. If required SAH would be able to recommend authorised licensed tradespeople that can be engaged by the tenant to undertake the agreed works.
  5. Any required compliance matters must be shown to be met or adequately demonstrated to be able to be met to the satisfaction of SAH before any alterations begin and on completion.

### Unauthorised Alterations

An alteration without written approval of SAH is a breach under each State Residential Tenancy Act.

### Discretion

State Managers have discretion to approve or revoke approval at any time outside of this policy framework, not including legislative requirements. The reasons for discretion must be documented on the tenant's record.

### Tenants Right to Review Decisions

Tenants have the right to appeal process if they are unhappy with a decision made by SAH. If a client is not satisfied with a decision, they should be encouraged to lodge a written request of appeal to the relevant SAH office. For further information refer to the Appeals Policy.

### Definitions

Alteration	An "alteration" occurs where a tenant installs any fixtures or makes any alteration, renovation, addition, or deletion to any part of the existing premises
Existing Premises	Means any buildings, and any fixtures and fittings within the rented premises boundaries up to, and including, fencing and gates. For example, installation of air conditioning or removal and upgrade to existing floor coverings, or installation of a new garden shed or disability modifications

### Related Documents

Policy	Appeals Policy Complaints and Feedback Policy
Legislation	National Regulatory Code National Community Housing Standards State Residential Tenancies Act and Regulation
Other Documents	Appeals Brochure

### Document Control

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