

Building Modification Policy

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Document Information

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Contents

Document Information	1
1. Purpose	3
2. Policy	3
3. Description	3
3.1 Objectives:	3
3.1.1 WHL contracted modifications	3
3.1.2 Modification process	3
3.1.3 Conditions for approval for the requested modification.....	3
3.1.4 Approval process	4
3.1.5 Appeals	4
3.1.6 Cost of modification	4
3.1.7 Rectification at end of tenancy.....	4
4. Related documents.....	4

1. Purpose

This purpose of this policy is to provide clarity and transparency in the application and decision making process regarding modifications requests to WHL managed buildings.

2. Policy

WHL will ensure that a process describing how building modifications are managed is maintained.

3. Description

This policy describes the two categories of modification (WHL initiated and Renter requested). This policy also describes the conditions and processes regarding application and decision making for Renter Requested Modifications.

3.1 Objectives:

To provide a clear description of the process, stages, responsibilities and limitations of building modification in WHL managed properties.

3.1.1 WHL contracted modifications

At times determined by the WHL Asset and Development Manager and approved by the WHL Board modifications will be made to WHL managed buildings. Prior to any modification renters will be notified and consulted on possible effects to their quiet enjoyment of their home. The times and days that the works to be undertaken for the modification will be advertised to all affected renters. WHL will strive to ensure that all modification to a WHL building will have no diminution of renter amenity offered by the property.

3.1.2 Modification process

Renters residing in WHL owned properties and DHHS general lease properties may request approval for a modification to their home.

The modification will only be considered once a WHL Modification Request Form is completed and submitted to the WHL Asset Manager.

The modification request form must also be accompanied with relevant supporting documentation including; medical, police or other professional assessment for the requested modification. The request must also be accompanied with a detailed description of the proposed work to be undertaken and a quote from a licensed trades person with the cost and detailed description of the proposed work.

The modification request will be reviewed within 14 days from receiving the completed request.

The modification request will be reviewed by the Operational Management Group. The Asset and Development Manager has responsibility to ensure that the panel reviews the request within 14 days and a written response is provided to the tenant.

3.1.3 Conditions for approval for the requested modification.

The cost and responsibility for the suitability, safety and quality of any work carried out in relation to any approved modification rests solely with the Renter, unless WHL has agreed to undertake the modification.

At sole discretion of the WHL CEO and with the approval of the Operational Management Group may pay for the requested modification.

3.1.4 Approval process

The Operational Management Group will assess the modification request against the following criteria:

- length of time the renter has resided at the property
- potential damage to property;
- safety;
- potential negative effect on neighbours;
- documented need;
- increased amenity; and
- ability to return the property to original condition.

3.1.5 Appeals

All appeals in regard to a rejection of a modification request must follow the WHL Complaints and Appeals procedure.

3.1.6 Cost of modification

The cost for all approved modifications will be borne entirely by the Renter, unless an exceptional circumstance is determined.

3.1.7 Rectification at end of tenancy

Before a modification is approved the Renter will be required to sign a guarantee to reinstate the property to the same condition as it was prior to the modification.

4. Related documents

- Modification Request Form
- Complaints and Appeals Procedure
- Customer Charter