

POLICY NUMBER                    9.8  
VERSION NUMBER:                1.1  
EFFECTIVE DATE:                1 August 2019  
AUTHORISED BY:                BAH Management

## **ALTERATIONS AND MODIFICATIONS POLICY**

### **1.            PURPOSE**

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The purpose of this policy is to ensure that Baptcare Affordable Housing (BAH) meets the needs of tenants and that all requests for alterations and modifications are assessed in line with legislative and BAH standards.

### **2.            SCOPE**

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This policy applies to all long-term rental properties owned and/or managed by BAH. This policy does not apply to any properties that may be managed through head leasing arrangements.

### **3.            PRINCIPLES**

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All properties developed by BAH have been constructed to standards that conform to the Australian Standards Adaptable Housing Code and the gold level standard of the Liveable Housing Design Guidelines. *(Note: Old policy references the AS 1428 – this is now the AS 4299)*

This includes:

- Easy entry through ramps or slabs at ground level
- Wheelchair access through doors, hallways and within rooms
- Strengthening of walls to allow hand rails to be fitted
- Showers with no raised floor and sufficient space alongside toilets for wheelchairs
- Kitchens that can be modified.

These standards may not necessarily apply to properties purchased and or leased by BAH.

### **4.            GENERAL ALTERATIONS**

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Tenants can request alterations to the property, fixtures and fittings upon request to their Tenancy Manager. Any such approved alterations will usually be at a cost to the tenant. However, BAH may use its discretion to cover some of the costs.

At the end of a tenancy, tenants must restore the property to its original condition unless otherwise agreed with BAH. Failure to do so may result in BAH taking action to recover costs according to the provisions of the ***Residential Tenancies Act 1997 (Vic)***.

## 5. DISABILITY MODIFICATIONS

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When a tenant requires modifications to enable them to continue to live in the property they must first submit a request to their Tenancy Manager.

BAH will require supporting information from a qualified health professional, such as a General Practitioner or allied health professional, as to the nature and urgency of the modifications requested.

The costs of such modifications will generally be borne by the tenant or through access to government-funded programs such as the Victorian Aids and Equipment Program or the NDIS. BAH may use its discretion to cover some of the costs.

Where a property cannot be modified, the Tenancy Manager will work with the tenant to find alternative appropriate housing that is owned and/or managed by BAH. Where appropriate housing cannot be found within BAH's housing stock, BAH will work with the tenant to ensure they have access to the housing they need. This may include placing the tenant on the Priority Transfer list of the Victorian Housing Register (VHR) – where eligible.

## 6. RELATED DOCUMENTS, STANDARDS AND LEGISLATION

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BAH Transfers and Succession Policy  
Victorian Housing Registrar Performance Standards  
Housing Act 1983 (Vic)  
Residential Tenancies Act 1997 (Vic)

## 7. MONITORING AND REVIEW

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This policy will be reviewed every two years or earlier if the legal, regulatory and contractual environment requires.

## 8. TRANSPARENCY AND ACCESSIBILITY

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This policy will be available on the BAH website: [www.baptcare.org.au/services/housing/affordable-housing](http://www.baptcare.org.au/services/housing/affordable-housing)