

<b>DATE OF REVIEW</b>	<b>AUTHORISED SIGNATURE</b>
See Version Tracking Table	

- TITLE:** **04.26 Housing Services Modification to Properties Policy**
- SCOPE:** RQ property portfolio
- POLICY:** RQ modifies its dwellings to suit people with disabilities, mobility issues or medical conditions if it is economically viable to do so, where the property is able to be modified and with relevant State and/or Federal Government agency/ies approval where necessary.
- PURPOSE:** To provide adequate guidelines for the organisation to respond to modification requests or requirements. RQ aims to assist applicants and tenants with disabilities, mobility issues or medical conditions live safely and comfortably. RQ acknowledges that by helping people to live safely and independently in their home, with or without support, improves their quality of life.
- DEFINITION/S:** RQ – Roseberry Qld  
General Manager also refers to Acting General Manager  
Staff refers to all paid and unpaid workers  
RTA – Residential Tenancies Authority
- PROCEDURES:** **04.26.01 Request for Modifications**
1. RQ tenants are required to make a formal request for modifications to a property where needed. This may be done at the commencement of the tenancy or during the tenancy when the need arises. Where necessary, RQ will discuss the request and the tenant’s needs with the relevant State or Federal Government agency/ies, who may organise an Occupational Therapist to visit the property and assess the tenant’s needs.
  2. The Occupational Therapist will assess the situation and provide recommendations regarding modifications to improve the tenant’s:
    - Safety
    - Independence
    - Health
    - Living conditions
  3. The tenant is not to modify the premises in any way without the approval of RQ, or where necessary, the relevant State or Federal Government agency/ies.

#### **04.26.02 Types of Modifications**

Failure by an employee to act in accordance with the requirements of this policy will constitute a breach of RQ Code of Conduct.

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Types of modification that can be requested includes, but is not limited to:

- Modifications to the bathroom, toilet or kitchen
- Installing hand and grab rails
- Installing ramps

**04.26.03 Approval of Modifications**

1. If approval for such modifications is given, the fixtures and fittings become the property of RQ and must be left by the tenant when the premises are vacated.
  - a) The DHPW is responsible for approval of modifications for disabilities required, and associated costs.
  - b) The cost of any other agreed modifications must be met by the tenant. Tenants are encouraged to contact Home Assist Secure (HAS) for assistance. If the tenant is eligible for assistance, HAS will liaise with the Housing Officer.
  - c) If written approval is not given, the tenant may be financially responsible for the cost of restoring the premises to their original condition.
  - d) The collection of the cost of restoring the premises will be conducted according to the procedure for dealing with damage to property.

**ACCOUNTABILITY:** RQ Housing Officers  
RQ Housing Manager  
RQ General Manager

**EVALUATION METHOD:** Tenant Annual Satisfaction Surveys  
Feedback from tenants  
Housing Officer inspection after job complete (completed Repair Request Forms)  
Complaints and Appeals review

**OTHER RELATED POLICIES / DOCUMENTS:** Funding Agreements and Program Specifications  
04.24 Housing Services Planned Maintenance Policy  
04.25 Housing Services Responsive Repairs and Maintenance Policy  
04.28 Housing Services Contractors and Tradespersons Policy  
Contractor / Consultant Acknowledgement Form  
Contractors Checklist

Policy Review and Version Tracking				
Review	Reviewed Date	Policy Amended: Yes/No	Approved By	Date Approved
1	24/05/2018	Yes	RCS Board	05/06/2018
2	16/03/2020	Yes	RQ Board	27/06/2020
3	December 2020	No	N/A	N/A

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