

As a value led organisation Hume Community Housing is committed to referencing any policy decision against our values.

Hume’s values are:

Determined to succeed

Builders of resilience

Creators of connectivity

Champions of change

Purpose

Hume Community Housing recognises that our customers may at times require modifications to their home to help them live safely and independently in their home and with or without support, improve their quality of life.

The purpose of the modification policy is to:

- Meet the requirements of applicants with disabilities or special needs.
- Provide support and help options for the customer to remain at home instead of moving to a care facility, wherever possible.
- To comply with the legal requirements of the *Residential Tenancies Act 2010 NSW* and the *Disability Discrimination Act 1992*.

SHMT Capital properties are governed by the Asset Management Framework which includes the requirements and procedures to be followed for Disability Modifications. Please refer to SHMT AMF Operational Procedures – Disability Modifications – attached to Hume Modification Procedure as Addendum 1 for further detail.

Scope

This policy relates to customer requests to Hume to carry out disabled modifications to the property they live in. This policy covers properties which Hume own or have management of via a capital lease agreement with Family and Community Services (FACS). Head lease programs are excluded from this policy.

This policy does not cover general repairs and maintenance requests, works carried out on void properties, planned upgrade requests or cyclical works.

Policy Name:	Modification Policy	Version	003
T.V Consultation Required	No	Effective Date:	31/07/2017
Board Approval Required	No	Approved Date	31/07/2017
Approved by:	EMAG	Next Review Date:	09/09/2021

Policy

Customers with a disability can apply to have their home modified to suit their specific needs.

These modifications are described as either minor or major modification requests.

Minor modifications involve non-structural changes. For example:

- adding grip rails
- installing a hand-held shower set, and
- changing to lever style taps

For minor modification requests, customers are required to provide a letter from their doctor or a health care professional describing their medical condition and the changes required in their home to manage their condition.

Major modifications involve structural changes. For example:

- widening door ways
- providing ramp access
- modifying the kitchen, bathroom or laundry
- work that requires a Local Government Development Application (DA) approval.

For major modification requests, customers are required to provide an Occupational Therapist (OT) report describing their medical condition and the changes needed within their home. This report should include working drawings with measurements of where modifications will be made.

An inspection of the property to consider available options and support referrals for works will also be required. Depending on the property and modification type, a representative of FACS may also be required to inspect the property to review the proposed works.

Hume **do not** offer referrals to OT's on behalf of the customer. Referrals for OT's should be provided from the customers GP (General Practitioner) directly to the OT.

Hazardous material checks i.e. Asbestos, will be required for all minor and major works which involve any sort of fixing, removal or demolition works, the cost of which should form part of the overall cost of delivering the works.

Hume will aim to respond to and completed approved modification requests, within an average of 28 calendar days.

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V003	29/04/19	<ul style="list-style-type: none"> - New logo and fonts throughout - Removed reference to Hume Housing to Hume - Remove strategic statement - Added two translation statements - Removed numbering
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