

# Fact Sheet Housing for People with Disability (HPWD)

## Modification or Alteration Request

If you would like support to understand this fact sheet, please let us know.

We can work with you to communicate using a method that best suits you, including interpreter services, sign language, visual aids, or assistive technology.

### Can I make changes to the home?

We understand that a customer may want to make changes to their home. Any changes to the home require application and approval from Hume before they are made.

There are two types of changes a customer can request with Hume:

- **Modifications are changes that would help a customer live more independently in their home**, such as handrails, hand-held shower, changing taps so they have levers, making doorways wider, putting in ramps, changing the kitchen/bathroom/laundry and environmental restrains (locks, doors, etc), especially for customers with a disability or who are aging in place.

If you would like to discuss the customer's changing property needs, please contact your HPWD Supported Housing Coordinator, who can assist you to apply for a modification. Our team will review the

request and access the right contractor to assist. We may have other options that will help as well.

- **Alterations are changes or improvements the customer wants to make to their home due to personal preference**, including putting in telephones, putting up pictures' hooks, setting up a compost bin/worm farm, building a garden bed. All alterations are made at the customer's expense.

Alterations that you will also need approval for include putting in air-conditioners or TV that are fixed to the wall, Foxtel, painting the walls inside the house, decorating the outside of the house, building a shed, changing the driveway, putting up a TV aerial or satellite dish, electrical work, changing window features (blinds, fly screens, roll shutters).

If you would like to discuss the customer's changing property needs, please contact your HPWD Supported Housing Coordinator, who can assist you to apply for an alteration.

The customer is responsible to maintain anything installed in the home, following an approved alteration request.

### How can I lodge a Modification or Alteration Request with the HPWD Team?

A modification or alteration request can be emailed to

[HPWDrepairs@humehousing.com.au](mailto:HPWDrepairs@humehousing.com.au)

This email address has been created for all repairs, modifications, or alteration issues within the HPWD homes.

This change has been implemented to streamline the lodgement process and response timeframe.

You can also call us on **1800 004 300** and select 'Option 2' (during business hours) to request a modification or alteration request with the HPWD Repairs Team.

### **Do I need to fill out a form for a Modification Request?**

Yes – a HPWD Modification Request Form will need to be submitted.

Customers seeking approval for modification(s) to their property, are required to provide medical or restrictive practice documents supporting the reasoning for the modification request.

It is recommended that anyone seeking a Modification Request read the Hume's 'Modification Policy' prior to submitting the request form.

All documentation must be provided by the SIL provider and/or Clinical Support Provider. The documentation will be checked off by Hume HPWD before proceeding with the requested modification/s.

HPWD Modification Request Form has been attached to this fact sheet.

### **Do I need to fill out a form for an Alteration Request?**

Yes – a Hume Alteration Request Form will need to be submitted.

It is advised that anyone seeking an Alteration Request, read Hume's 'Home Alteration Statement' and 'Home Alterations Policy' prior to submitting a request form.

Certain types of alterations **do not** require written permission, there are certain types that **do require** written permission and also certain types that **are not permitted**.

Only alterations that **do require** permission should be requested using the Alteration Request form.

An Alteration Request Form has been attached to this fact sheet. Hume's Home Alteration Statement and Home Alteration Policy has been attached to this fact sheet.