

ALTERATIONS AND MODIFICATIONS BY TENANTS/RESIDENTS

Purpose & Scope:

To ensure that all alterations by residents or tenants to their accommodation are properly assessed and authorised.

Responsibility:

The Maintenance Manager is responsible for assessing and authorising tenant requested modifications at Residential sites and Wintringham Housing sites with input and advice from the Property Services and Asset Manager and the Executive Management Team Member.

Policy:

- All alterations and modifications to Wintringham facilities requested by residents or tenants shall be authorised before commencement.

Procedure:

1. Request for alterations by residents in Residential Care services and Tenants in independent living units shall be forwarded via the Residential Care Site Manager/ Tenancy staff and Housing support staff to the Maintenance Manager for assessment and approval.
2. Where required, the Maintenance Manager will forward requests related to non Wintringham owned sites to the building owners e.g. DHHS.
3. When requests have been approved, the Maintenance Manager will forward relevant approved agreement form to the relevant parties.
4. No work shall commence until the proposed work has been approved and the Agreement signed.
5. Wintringham must approve the contractor who will carry out the work.
6. Arrangements regarding making good, subsequent repairs, maintenance, equipment removal etc. shall be clearly agreed, especially timing of equipment removal when a tenant/resident departs from Wintringham.

In most cases, it is easier for installed equipment i.e. TV brackets to remain and become the property of Wintringham rather than arranging for the return of the item to the resident.

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References:

Aged Care Act 1997
Aged Care Quality Standards 2019
NDIA Act 2013
NDIS Practice Standards 2019
ENV Fm 12a Alterations Requested by Residents at Residential Care Facilities
ENV Fm 12b Improvements and/or Alterations

