

04.26 HOUSING & HOMELESSNESS SERVICE MODIFICATION TO PROPERTY 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
Workforce	Refers to all individuals providing service on behalf of RQ, such as Staff, Volunteers, Independent Clinicians, Consortium.
Staff	Refers to paid staff, graduates and student placements.
RTA	Residential Tenancies Authority
DCHDE	Department of Communities, Housing and Digital Economy

PROCEDURES

04.26.01 Property Accessibility Modifications

1. RQ will assist tenants who require their property to be modified due to ageing or disability.
2. RQ will refer tenants to the relevant agency to have their needs assessed (for example Community Health or DCHDE Occupational Therapist) including what modifications are needed for the home.
3. RQ will liaise with the relevant State and/or Federal Government agency/ies and relevant external providers and make a decision based on the budget, whether the organisation can pay for the required modifications or whether another service should be approached to assist with the home modifications, for example the Home Assist Home Secure program.
4. If tenants are able to afford the modification, and it is not going to cause any structural damage to the property approval shall be provided for the modification to be undertaken. As the tenant has paid for this modification, when / if the tenant leaves the property the modification shall be removed at the cost of the tenant and restored to its original condition, unless the modification is of benefit to the next tenants, whereby RQ will come to a financial arrangement to reimburse the vacating tenant for the modification to stay (where appropriate).

04.26.02 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.

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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.

04.26.03 Types of Modifications

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

04.26.04 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 DCHDE 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 and Homelessness Manager
RQ General Manager

EVALUATION METHOD

Review of RQ policies as per [01.10 Policy and Procedure Development and Review Policy](#).
[02.23 Quality Evaluation & Improvement Policy](#)

Tenant Annual Satisfaction Surveys

Feedback from tenants

Housing Officer inspection after job complete (completed Repair Request Forms)

Complaints and Appeals review

LEGISLATIVE COMPLIANCE

[Queensland Housing Act 2003](#)

[Queensland Housing Regulation 2015](#)

[Residential Tenancies and Rooming Accommodation Act 2008](#)

RELATED DOCUMENTS

[DCHDE Social Housing Program Specifications](#)

[04.24 Housing and Homelessness Service Planned Maintenance Policy](#)

[04.25 Housing and Homelessness Service Responsive Repairs and Maintenance Policy](#)

[04.28 Housing and Homelessness Service Contractors and Tradespersons Policy](#)

Contractor / Consultant Acknowledgement Form

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Contractors Checklist

DOCUMENT CONTROL

Category	Current document details
Document owner	RQ Board
Current author/s	Sherrie Stringer
Status	Approved
Version number	V3
Timeline for review	Annually or as required
Date of next review	February 2024
Storage	Document Library/Policies/Service Delivery Housing

Review Date	Version	Summary of Changes	Approved By and Date	
24/05/2018	V1		RQ Board	05/06/2028
16/03/2020	V2		RQ Board	27/06/2020
02/01/2023	V3	Minor updates	General Manager	13/02/2023