



# Alterations Request

Policy

## Purpose

This policy outlines how Yourplace Housing (YPH) will manage requests from tenants or nominated support network to make alterations to a property.

The aim of this policy is to ensure that each application is responded to in a fair, transparent and timely manner.

## Scope

This policy applies to new and existing tenants who live in YPH owned properties.

This policy does not cover:

- Maintenance and repair requests
- Disability Modification Requests

## Alterations

We understand that you may want to make alterations to the property to make it more comfortable and to personalise your space. An alteration occurs when a tenant changes, removes, replaces, or makes an addition to an existing property, including the building itself, yard, or boundary fences.

We will always try to accommodate your requests whenever reasonable and practicable. However, before giving you permission we need to ensure:

- 1 the suitability of the property i.e., the design and characteristics of the property support the modification you wish to make
- 2 it is safe to make the modification

## Types of Alterations

Tenants must seek approval from YPH before making any alterations and will be required to cover any associated costs. The table below provides some examples of what YPH considers minor or major alterations:

Minor Alterations	Major Alterations
<ul style="list-style-type: none"><li>■ Installing or replacing external window coverings</li><li>■ Installing new curtain rails-tracks</li><li>■ Installing several picture hooks</li><li>■ Installing security cameras</li><li>■ Planting large trees in the garden</li><li>■ Installing ceiling fans</li><li>■ Camera doorbells</li><li>■ Additional power points</li><li>■ Exhaust fans</li></ul>	<ul style="list-style-type: none"><li>■ Security shutters and security grilles</li><li>■ Built-in cupboards or wardrobes</li><li>■ Fixed appliances such as air-conditioners, heaters, and dishwashers</li><li>■ Rainwater tanks</li><li>■ Carports, pergolas</li><li>■ Fencing</li></ul>

## Applying for an Alteration

Before you make any changes to your property including small or major alterations, we need to ensure your safety. You must:

- 1 Apply in writing using the Alteration Request Form
- 2 Obtain YPH's written permission before commencing any work
- 3 Provide the name and contact details of any Contractors you intend to engage before they commence work
- 4 Provide a full description of the alteration required

YPH will assess your request and provide a written response within 21 days. Depending on the nature of the alteration YPH may inspect the property to assess an application.

## Tenant Responsibilities

Once an application is approved by YPH the tenant:

- Is expected to pay the full costs for any alterations
- Is responsible for repairing and maintaining any alterations
- Must pay for all remedial works caused by negligence, poor workmanship, or failure to complete an alteration in full. This includes the cost of rectifying any damage caused by any alteration, and

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- Must, if requested by YPH remove an alteration at their own expense and restore the property to its original condition at the end of the tenancy.

## YPH Responsibilities

- Review alterations applications within 21 days
- Inspect alterations on the property if relevant
- Inspection alterations and removal of these at the end of the tenancy if required, and
- Not unreasonably withhold consent for alterations of a minor nature.

## Assessing an Alteration Application

YPH will consider a number of factors when assessing an application particularly in relation to major alterations including:

- Impact on the structural integrity of the building
- Impact on neighbours
- Australian Standards, legal requirements, and Local Council regulations
- If the alteration increases the maintenance liability for YPH
- If the alteration is able to be rectified, repaired, or removed at the end of the tenancy
- Impact on the entry or exit point of the dwelling
- Is the alteration consistent with the nature of the property
- Whether the property has asbestos or any hazardous building products and the degree to which those products will be altered (for example drilled, cut, or removed)
- Whether the tenant intends to use licensed qualified contractors to manage the work around the hazardous building product
- In general, YPH will not approve alterations for tenants with arrears to ensure that the focus on sustaining the tenancy is addressed first, and
- If there is any legal restrictions such as a strata by-law.

Tenants will be informed in writing about the outcome of their application. This may include any conditions attached to an approval. If the tenant has supplied all the relevant details, YPH aims to make a decision within 21 days. If there is a delay, YPH will inform the applicant about the expected timeframe and the reason for any delay. Where an application is refused, the tenant may submit a revised proposal.

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## When a Tenant Moves Out of a Property

When a tenant moves out of a property they have altered, YPH may require them to remove any alterations. Tenants are responsible for the removal of the work and restoring the property to its original condition, this includes rectifying any damage caused by the work. If a tenant fails to do this, YPH will charge for any rectification required. Once the tenant hands back a property, any alterations that have not been removed will be treated as abandoned goods.

## Unapproved Alterations

An alteration without written permission is a breach of your Residential Tenancy Agreement. Where an unapproved alteration is identified, YPH will first undertake a technical inspection of the alteration. If there are no problems with the alteration in terms of design, amenity, or safety, YPH will ask the tenant to seek retrospective written approval, including any relevant Local Council approval.







If YPH has any concerns about the quality, safety, or amenity of the unapproved alteration, the tenant will be required to reinstate the property at their own cost within a specified timescale, according to YPH's standards and using appropriately qualified contractors.

If the tenant refuses or the work is not undertaken to an appropriate standard, YPH may take action at the South Australian Civil and Administrative Tribunal (SACAT) for an order to remedy or possession of the property and termination of the tenancy. YPH may also undertake this work and recharge the cost to the tenant.

## Dispute Resolution

This is an appealable policy. Please refer to YourPlace Housing Appeals Policy for further detail.

### Related Documents:

-  Alterations Request Form
-  Tenant Handbook
-  Appeals Policy and Procedure
-  Maintenance Policy
-  Major Disability Modification Application Form
-  Minor Disability Modification Application Form

## Document Information

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