

2.3.3 Home Modifications



Preamble

Women's Housing Company (WHC) is a community housing association as part of the social housing system in NSW. WHC provides long term housing for single women and medium term housing through support partnerships.

WHC guarantees the following of all landlord responsibilities as stated in the NSW Residential Tenancy Act 1987.

WHC recognises that applicants and tenants needs differ greatly based on past experiences, independent living skills, cultural and language backgrounds, age, health which are all factors contributing to differing expectations. As a social housing provider we are committed to provide best quality services at all times.

It is recognised that needs and expectations may not always be possible to meet by WHC.

POLICY

Women's Housing Company recognises that a large number of our applicants / tenants are elderly and/or experiencing health requirements that need adaptations to household amenities in order to carry out daily functions.

Any needs relating to property specifications for applicants need to be supported through detailed medical reports. Any needs relating to home modifications for existing tenants needs to be supported through Occupational Therapist reports; this ensures modifications are carried out to proper specifications.

PROCEDURE

If a tenant enquires about home modifications due to age or mobility issues, Women's Housing Company will inform the tenant of the need for an assessment report to this effect by an occupational therapist (OT).

Once such a report has been received all quotes below \$1,500 can be followed up by the housing worker; who will contract a home modification agency to install professional aids as identified in the OT report. Costs will be covered by Women's Housing Company.

Quotes above \$1,500 have to be assessed by the Asset Management team against organisational viability. Potentially alternative options have to be explored if the costs are assessed as unviable, see [2.3.1 Rehousing](#), or [2.3.1.1 Management Transfer](#).

If the tenant is unable to obtain an OT report the housing worker will need to make an assessment of the request in communication with the asset manager; consistency in the application of policy to tenants requests along with budgetary implications will be paramount in the decision making.

Date developed: 2004

Date/s policy was ratified and/or changed by Board: 28/8/07

Note: Procedures are designed to guide the implementation of a policy and will be updated on a regular basis as part of ongoing best practice service improvement.