

TENANCY MANAGEMENT – ALTERATIONS AND DISABILITY MODIFICATIONS PROCEDURE

Name of Procedure:	Tenancy Management – Alterations and Disability Modifications Procedure
Approval Authority:	CEO
Date effective:	14 May 2026
Due to be reviewed:	14 May 2029
Accountable Officer:	EHM Housing and Property Strategy
Responsible Officer:	Head of Housing & Partnerships
Procedure applies to:	VincentCare Community Housing

1. Purpose

- 1.1 The purpose of this Procedure is to establish VincentCare Community Housing and Vincentcare Victoria (VCCH) approach to property alterations and disability modification requests.

2. Scope

- 2.1 This procedure applies to VCCH.
- 2.2 This procedure applies to properties owned or managed by VCCH.
- 2.3 For the purpose of this procedure, the term 'renter' is inclusive of the terms 'resident' and 'client'.

3. Policy

- 3.1 Tenancy Management Policy

4. Procedures

Guiding Principles/Approach

- 4.1 In accordance with the Residential Tenancies Act 1997 (RTA) there are some changes renters can make in a property without the residential rental provider's permission:
- picture hooks or screws for wall mounts, shelves or brackets on surfaces other than brick walls;
 - wall anchoring devices on surfaces other than brick walls to secure items of furniture;
 - LED light globes which do not require new light fittings;
 - low flow shower heads if the original shower head is kept;
 - blind or cord anchors;

- f) hardware mounted child safety gates on walls other than brick walls;
- g) security lights, alarm systems or security cameras that:
 - i) do not impact on the privacy of neighbours;
 - ii) can easily be removed from the rented premises, and
 - iii) are not hardwired to the rented premises;
- h) non-permanent window film for insulation, reduced heat transfer or privacy;
- i) a wireless doorbell;
- j) replacement curtains if the original curtains are retained by the renter;
- k) adhesive child safety locks on drawers and doors;
- l) pressure mounted child safety gates; and
- m) a lock on a letterbox.

4.2 However, renters are encouraged to check with their Tenancy and Property Worker before making any changes to a property to ensure the proposed change is allowed.

4.3 Requests can be made directly or through a nominated agent or advocate (e.g. support worker or family member).

4.4 VCCH will consult with the renter, or their nominated agent, to assess and consider requests in the context of the following:

- a) compliance with any relevant building regulations and guidelines;
- b) conditions and standards set down by relevant statutory authority (i.e. local council);
- c) renter's acceptance of responsibility and conditions;
- d) cost and extent of the works required;
- e) future use of the property;
- f) requirements of the Residential Tenancies Act 1997 (Vic); and
- g) availability of alternative properties that would meet the renter's needs.

Modifications to a renter's VCCH property

Modifications will be in response to a renters' need. An Occupational Therapist will need to visit the tenant's home and to provide a report.

We will review the therapist's recommendations report and consider how much work is involved in making the modifications.

If only minor modifications are required, we will authorise the work. Minor modifications involve non-structural changes.

For example:

- Installing a hand held shower set, and
- Changing to lever style taps.

Major modifications involve structural changes, for example:

- Widening door ways

- Providing ramp access or handrails, and
- Modifying the kitchen, bathroom or laundry.

If major modifications are needed, we will meet with the renter in their home. The Occupational Therapist, VCCH staff and the client will discuss the needs of the renter and the options available.

If modifications to the property are economically viable, we will organise for the work to be undertaken.

Factors that will be considered will be:

- Long term value of the property
- Costs of alternative approaches
- Cost/benefit of relocating the renter
- Funding being obtained from the government

We will make sure the modifications meet both the current and the likely future requirements of the renter and the latest Building Code of Australia (BCA) standards. If the modifications are not economically viable, we will endeavour to transfer the renter to another property that either has the required features or is suitable for modification.

Responsibilities and Conditions

- 4.5 An alteration to a VCCH property without written permission breaches the Residential Tenancy Act. VCCH can take action at the Victorian Administrative Appeals Tribunal (VCAT), to request that the renter remove any unauthorised alteration, make good any damage caused by the removal of the alteration, or to terminate the tenancy.
- 4.6 Renters will be required to agree to meet the cost for all approved renter requested changes.
- 4.7 Completed alterations must:
- a) match the current design as far as possible (both internal and external);
 - b) not impact on any entry or exit;
 - c) not impact on adjoining neighbours;
 - d) not impact the structural integrity or asset standard of the property;
 - e) be consistent with the nature of the property; and
 - f) not change the current property configuration.
 - g) Meet BCA standards
- 4.8 Applications for alterations will be declined if the proposed alteration:
- a) cannot be maintained or removed easily;
 - b) involves major internal or any external painting; or
 - c) is prohibited under any law or fails to comply with any caveats or covenants.
 - d) Does not meet BCA standards

End of tenancy

- 4.9 At the termination of the tenancy, the renter must:
- a) Remove the alteration and make good any damage caused by the removal, unless provided with a written authority for the alteration to remain. (Failure to remove the alteration when requested may result in financial charges under regulatory provisions).
 - b) If written authority is provided that the alteration can remain in the property, it then becomes the property of VCCH

Communication

- 4.10 VCCH will provide clear information to renters on this procedure and will inform renters of their rights and obligations in relation to alterations and disability modifications at the time of sign-up.

5. Legislative and Regulatory Obligations and Quality Alignment

- 5.1 This Procedure supports SVDPV's alignment with the following legislation or quality standards:
- a) [Residential Tenancies Act 1997](#)
 - b) [Housing Act 1983](#)
 - c) [Guidelines for Registered Housing Agencies published by Department of Health and Human Services DHHS](#)
 - d) [Performance standards for registered housing agencies](#)
 - e) [Rainbow Tick Standards - 3rd edition](#)