

Tenant Property Changes Policy		Tier: 2	
		Revision: 2.0	Date Approved / Effective: 16/03/2023
Prepared by: Manager Business Performance	Reviewed by: GM Housing Operations	Approved by: Executive Management Team	Review Date: 16/03/2026

1. Purpose

The purpose of this policy is two-fold:

1. to provide Centacare Evolve Housing staff with guidance on how to manage requests by tenants to make alteration to their rental property.
2. To provide Centacare Evolve Housing staff with information about how to manage situations where a tenant has made alterations without permission.

2. Scope

All employees of Centacare Evolve Housing are responsible for complying with the policy.

3. Policy

The Centacare Evolve Housing Fixed Term Lease prevents tenants from making repairs and/or alterations to the property without written approval from us (Section 10(b)). Tenants are responsible to repair any damage that is not determined to be fair wear and tear. These repairs are included in this policy.

3.1 Permission and approval

Centacare Evolve Housing understands that tenants may want to make changes to their home for a range of reasons. As the owner or manager of these properties, it is our responsibility to make sure that properties are maintained to a consistent standard. Not all tenant alteration requests will be approved as Centacare Evolve Housing must maintain these alterations when the tenant vacates the property, and we will not always be able to do this.

3.2 Requesting permission

Tenants who wish to request permission for an alteration to their property will need to contact us and request a Tenant Alteration Request form. This form will be assessed and you will receive written confirmation of the outcome

3.3 Assessing tenant alteration requests

All requests will be considered on a case-by-case basis. This is because all requests are specific and each property is different. Whether we approve the request or not depends on many different factors. When we decline a request, we will provide the tenant with a brief explanation why the request was declined.

Generally, only non-structural, basic requests will be approved. We do not approve requests that require council planning approval, or modifications that change the dwelling significantly without very clear and significant reason. Examples of non-basic requests include larger sheds, extensions, internal walls, carports / garages and the installation of a pool or pond.

For exceptions related to tenant health or mobility needs refer to the Independent Living Modification policy.

3.4 Alterations to Homes Tasmania owned stock

Any work done on Homes Tasmania owned properties that require structural changes or planning approval must be referred to Homes Tasmania first.

Information on the requirements may be sought from local councils prior to engaging Homes Tasmania, but no proposals or plans are to be submitted to Council without prior, written approval from Homes Tasmania.

3.5 Changes made without approval

If a tenant makes changes to a dwelling owned or managed by Centacare Evolve Housing without written approval this is considered a breach of the lease agreement. A Breach Letter or Notice to Vacate may be issued, with the authority of the Manager Tenancy Operations or General Manager Housing Operations.

We will instruct the tenant to return the property to its original condition at their expense. We will ask the tenant to sign a Condition of Property Plan that clearly outlines what needs to be done and by when.

If these rectifications are not completed as agreed in the Condition of Property Plan we may arrange for the works to be completed and the cost to be passed on to the tenant.

If any alterations are discovered when the tenant leaves, Centacare Evolve Housing will rectify the changes made and the tenant will be responsible for bearing the cost of these works.

3.6 Standard of approved changes

Approved property changes must be completed to a high standard and meet relevant building and regulatory codes. Centacare Evolve Housing may request to inspect the alterations upon completion. If the works are not completed properly, or within the agreed timeframe we may instruct the tenant to complete the changes to the agreed standard, or request the property to be brought back to the original condition at the tenant's expense.

3.7 Refunding money paid for work completed

Any costs associated with approved alteration works are the responsibility of the tenant. Centacare Evolve Housing will not pay back tenants for any changes, maintenance or work completed by the tenant, approved or otherwise.

4. Related Documents:

- Tenant Charges Procedure
- Tenant Alteration Request Form
- Independent Living Modification Requests
- Condition of Property Plan