

ACCESSIBILITY MODIFICATIONS

(to MASP properties)

Policy and Procedure

QA REFERENCE	M't P&P No 32
DATE INTRODUCED	15 05 2019
DATE LAST REVIEWED	15 05 2019
DATE NEXT REVIEW	15 05 2021
REVIEW RESPONSIBILITY	Chief Financial Officer
APPROVAL BY	Chief Executive Officer
REFERENCES –	
Relevant Legislation	<ul style="list-style-type: none"> • Housing Act 1983 (Vic) • Performance Standards for Registered Housing Agencies • DHHS Victorian Housing Register Operational Guidelines • Guidelines for Registered Housing Agencies published by DHHS • Residential Tenancies Act 1997
Other relevant MASP Policies	<ul style="list-style-type: none"> • Allocations MASP Properties • Being a Good Neighbour • Bond Management • Code of Conduct and Conflicts of Interest • Complaints and Appeals • Eligibility • Inspections • Maintenance and Repairs • Property Damage by tenant • Privacy and Information Security • Rent Arrears Management and Evictions • Rent Setting and Collection
FORMS & TEMPLATES	

Purpose

This policy establishes the approach of Mallee Accommodation and Support Program (MASP) to modifications and alterations required to allow older persons, and people with a disability, to live comfortably in a MASP property.

Scope

This policy applies to all housing;
owned and managed by MASP, and,
future properties either acquired or developed by MASP.

In some cases required modifications may only be temporary.

Policy Statement

MASP is committed to facilitating older tenants and tenants with disabilities to live comfortably and independently in a MASP property.

To achieve this

MASP will support reasonable adjustments for all people experiencing mobility or sensory disabilities or people with chronic medical conditions;

MASP will when undertaking planned maintenance works consider improving accessibility.

MASP believes disability modifications are the responsibility of Local, State and Federal Government and will seek financial assistance for the modifications in the first instance. In circumstances where no alternative funding is available MASP will assume responsibility for modifications under this policy.

Properties currently owned and managed by MASP

A tenant may request upgrade works that will improve the access and/or amenity of their property for an older person or a member of the household who has a disability. These works are generally requested because the existing housing presents a health and/or safety concern for the household member with special needs.

Where the immediate health and safety of members or household members are placed at serious risk, works are completed as urgent works.

MASP tenants may request relatively minor works such as additional grab rails, removing shower screen doors, replacing taps with flick mixers.

However, in order to determine a request for significant accessibility modifications MASP will require support documentation (e.g. Medical Assessment Form) from a healthcare professional such as an Occupational Therapist. This documentation must confirm the need and urgency for the modifications and detail the type of modifications required. In addition to support documentation provided by health care professionals MASP will also consider

- Costs
- Future use of the property, and
- Future occupants of the property

After these considerations MASP may also request the tenant's agreement to relocate to a property that already has the necessary modifications for their needs.

Future properties either acquired or developed by MASP

In recognition that future occupants of properties either acquired or developed by MASP may be occupied by older people, and/or people with a disability MASP will consider access issues. MASP understand that future tenants may have visitors with access issues and where possible will support and advocate for improved access for all.