

## ACCESSIBILITY MODIFICATIONS (to MASP properties) Policy and Procedure

<b>QA REFERENCE</b>	P&T P&P No 04
<b>INTRODUCED</b>	15 <sup>th</sup> May 2019
<b>LAST REVIEWED</b>	15 <sup>th</sup> May 2019
<b>NEXT REVIEWED</b>	15 <sup>th</sup> May 2022
<b>RESPONSIBILITY</b>	Property and Tenancy Management is responsible for the review and currency of this policy and associated procedures
<b>APPROVED</b>	Approved by the Chief Executive Officer on 15 <sup>th</sup> May 2019 <i>This policy and procedure is valid from the date of introduction and remains in force, as amended from time to time, until such time as formally revoked by resolution at a meeting of the Operational Leadership Group.</i>
<b>ENDORSED</b>	Endorsed by the Operational Leadership Group on
<b>REFERENCES –</b>	
<b>Related Legislative Acts and other sources of Authority</b>	<ul style="list-style-type: none"> <li>• Housing Act 1983 (Vic) Part VIII A – Social Housing</li> <li>• Residential Tenancies Act 1997</li> </ul>
<b>Related Standards, Guidelines and other References</b>	<ul style="list-style-type: none"> <li>• Performance Standards for Registered Housing Agencies</li> <li>• DHHS Victorian Housing Register Operational Guidelines</li> <li>• Guidelines for Registered Housing Agencies published by DHHS</li> <li>• Legal agreements between MASP and the Director of Housing relating to the VHR</li> </ul>
<b>Related MASP Policy and Procedure Documents</b>	<ul style="list-style-type: none"> <li>• Allocations – Internal – P&amp;T P&amp;P No 07</li> <li>• Allocations – VHR – P&amp;T P&amp;P No 06</li> <li>• Bonds Management – P&amp;T P&amp;P No 11</li> <li>• Code of Conduct – HRM P&amp;P No 12</li> <li>• Conflict of Interest – HRM P&amp;P No 28</li> <li>• Complaints &amp; Appeals Tenants &amp; Prospective Tenants – P&amp;T P&amp;P No 03</li> <li>• Eligibility – P&amp;T P&amp;P No 10</li> <li>• Inspections – P&amp;T P&amp;P No 12</li> <li>• Maintenance and Repairs – P&amp;T P&amp;P No 08</li> <li>• Privacy and Information Security – P&amp;T P&amp;P No 01</li> <li>• Property Damage by Tenant – P&amp;T P&amp;P No 02</li> <li>• Rent Arrears Management and Evictions – P&amp;T P&amp;P No 09</li> <li>• Rent Setting and Collection – P&amp;T P&amp;P No 05</li> </ul>
<b>Related MASP Instructions and Guidelines</b>	<ul style="list-style-type: none"> <li>• Being a Good Neighbour – P&amp;T B&amp;P No 05</li> <li>• COVID 19 Maintenance P&amp;T I&amp;G No 01</li> <li>• Urgent After-Hours Repairs – P&amp;T I&amp;G No 02</li> </ul>
<b>Related MASP Forms and Templates</b>	<ul style="list-style-type: none"> <li>• Condition Report – Entry – P&amp;T ED</li> <li>• Condition Report – Exit – P&amp;T ED</li> <li>• Residential Rental Agreement – P&amp;T ED</li> <li>• COVID 19 Health Declaration Contractor Maintenance Worker – P&amp;T F&amp;T No 06</li> </ul>

	<ul style="list-style-type: none"> <li>• COVID 19 Health Declaration MASP tenant – P&amp;T F&amp;T No 03</li> <li>• COVID 19 Letter to contractor or tradesman – P&amp;T F&amp;T No 05</li> </ul>
<b>ACRONYMS/DEFINITIONS</b>	
<ul style="list-style-type: none"> <li>• MASP</li> <li>• VHR</li> <li>• MASP</li> <li>• Tenant</li> <li>• Household members</li> </ul>	<ul style="list-style-type: none"> <li>• Mallee Accommodation and Support Program Ltd</li> <li>• The Victorian Housing Register, the statewide common application for people seeking public housing and community housing</li> <li>• Mallee Accommodation and Support Program</li> <li>• The person who signed the Residential Tenancy Agreement</li> <li>• Other people who have been authorised by MASP to reside at the property</li> </ul>

## PURPOSE

This policy establishes the approach of 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 currently owned and managed by MASP and future properties either acquired or developed by MASP.

In some cases, required modifications may only be temporary.

## POLICY

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 understands that future tenants may have visitors with access issues and where possible will support and advocate for improved access for all.

**Transparency and accessibility**

This policy will be available on the MASP website *www.masp.org.au*