

REQUEST GUIDELINES

ADDITIONS, ALTERATIONS AND MODIFICATIONS

Under the Residential Tenancies Act the landlord – in this case the CERC – is not obliged to provide any addition, alteration and/or modification to the property. However, the CERC Program, as part of its defining principles, includes security of tenure, quality of housing and changing needs.

To support and enable the CERC to manage, and where appropriate approve, some of these requests, the following guidelines are provided:

- Minor requests relating to an existing item that the CERC has a responsibility to maintain and replace can be approved by the CERC ie floor coverings, maintenance repairs
- Other minor requests (see examples below) can be approved by the CERC with the following conditions applied:
 - The CERC takes into account the agreed Future Directions Plan when making a decision about the request. It would be best not to spend money on properties with an asset intent of handback or redevelopment
 - Consider if this is the most appropriate way to invest funds in the property taking into account the tenants specific/current circumstances. Can the CERC afford the ongoing maintenance and future replacement costs? Who will be responsible for maintaining the item during the current tenancy?
 - The member/CERC is responsible to ensure that the proposed work is to be undertaken by a suitably qualified person and completed to a good standard. Compliance certificates to be provided to CEHL where appropriate.
 - That the member/CERC cover all costs and all ongoing maintenance costs relating to the work
 - That the member/CERC repair any damage caused during the proposed work
 - At the end of the tenancy, the item is removed, and the area returned to its original condition. If agreement is reached with the CERC for the item to remain in the property, the CERC then becomes responsible for ensuring it is maintained/repaired/replaced as necessary, or that the item is removed, and the area is returned to its original condition when the property is handed back to CEHL.
- More substantial additions, alterations and/or modifications (see examples below) – where plumbing, wiring or structure are affected - will require the written approval of CEHL prior to commencement. These requests should be made in writing using the *Request for Addition, Alteration and/or Modification to a CEHL Property* form, and include the following information:
 - Details clearly describing the proposed work
 - Drawings and/or specifications showing location, dimensions and items to be installed
 - How the proposed work is being funded
 - That the application is supported by the CERC directors
- Each application will be considered on its own merits
- CEHL will respond to requests within two weeks of receiving the application
- If an application is approved, a letter will be sent to the CERC outlining the conditions of consent – this will require acknowledgement and agreement by the CERC prior to work commencing
- If the work requires a building permit or consent, this must be obtained prior to works commencing and a copy of this provided to CEHL

**Examples of requests that can be approved by CERC:
(Requests from CMC or Vicwide properties must go to CEHL)**

Curtain rail and curtains
Floor coverings – either new or replacement
Laying of artificial grass
Security doors
Re-keying and replacement of locks
Cat door
Flyscreens
Hand held shower set
Grab rails and handrails (ensure these are attached to stud)
Internal painting requests from members

Examples of requests that will need to be sent to and approved by CEHL:

Disability modifications of any kind including to bathroom and/or kitchen
Heating and/or air conditioning
Evaporative cooling system
Swimming or spa pools
Garage, carport, shed, relocatable unit or pergolas
New decking or patio extensions
Solar panels or systems
Dishwasher
Any work that requires a council permit or consent

If you are in doubt or have any questions about how to proceed, please contact CEHL