

**As a value led organisation Hume Community Housing is committed to referencing any policy decision against our values.**

*Hume's values are:*

Determined to succeed  
Creators of connectivity

Builders of resilience  
Champions of change

## Purpose

Hume acknowledges that our customers may at times wish to make alterations and improvements to their home.

This policy aims to set out a clear framework for Hume to manage alterations and guidance on alterations that Hume can and cannot support.

For customers, there are lists of alterations that are permitted, and those that are not permitted, attached to this policy in Appendix A and Appendix B.

For head lease customers, permitted alterations which affect only the part of the building owned by the leaseholder will be determined by the provisions within the lease. For any proposed alteration which might affect any aspect of the wider building, the provisions set out in this policy apply.

**SHMT Capital properties are governed by the Asset Management Framework which includes the requirements and procedure for home alterations. Please refer to SHMT AMF Operational Procedures - Alterations and Additions –attached to Hume Home Alteration Procedure as Addendum 1 for further detail.**

## Scope

This policy relates to customer requests to Hume to carry out alterations and improvements to the property they live in. This policy covers properties which Hume own or have management of via a capital lease agreement with FACS (Family and Community Services). Head lease programs are equally covered in this policy.

TAP (Temporary Accommodation Program) and other Short-Term properties are excluded from this policy.

This policy does not cover general repairs and maintenance requests, works carried out on void properties, planned upgrade requests or cyclical works.

**Property Definitions** – The following briefly describes the property definitions referred to in this policy. The property definition can be obtained through the property file for any specific property in SDM:

Document Name:	POL-5 Home Alteration Policy	Version	004
Minor amendments approved by:		Effective Date:	31/07/2017
Last approved by:	EMAG	Approved Date:	29/04/2019
Future approval required by:	EMAG	Next Review Due Date:	09/09/2021
Required to be updated on website:		Date included on website:	



## TRANSLATION AND INTERPRETING SERVICE

- If you are deaf or have a hearing or speech impairment, please contact the National Relay Service (NRS) on:
- TTY: 133 677
- Then ask for 133 464

## Summary of Changes

Version No.	Date	Details of Changes
001	31/07/2017	Initial Issue
002	28/08/2018	- New logo and fonts throughout - Removed reference to Hume Housing to Hume - Changed approver from COO to EMAG
003	19/3/2019	- Revised format removed numeric system and strategic alignment paragraph. - Included SHMT requirements
004	29/04/19	- New logo and fonts throughout - Removed reference to Hume Housing to Hume - Remove strategic statement - Added two translation statements - Removed numbering

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