



Renovations, Home Improvements and changes to your Public Rental property.

What your lease says.

In your lease agreement under clause 3.11 (f) Repairs, it states:

“you must not make any alteration or addition to the premises. This includes renovations and structural improvements. This also includes not moving chattels, fixtures or fittings from the place that they are installed in the premises at the start of your tenancy”.

What if I want to renovate or make changes to my property?

We understand that sometimes people like to make changes to turn their house into a home and you may make a request in writing if you wish to renovate, undertake home improvements or make changes to your public rental property. (For example, painting, wallpapering, installing floor covering, sheds, pergolas or carports.)

How do I make a request to renovate or make changes to my property?

- Firstly you must apply in writing to your Tenancy Officer who will note your request and forward it through to the Manager for consideration.
- Sometimes a Technical Consultant will be required to attend your property to establish if the renovation or change can occur.
- You will receive written notification from your tenancy officer if you have approval to go ahead with the renovation or change to your home. You will be advised that the work to be undertaken must comply with all safety standards.
- **Written approval must be received from Housing Tasmania prior to any work being undertaken.**
- Once the work is completed you must advise Maintenance Services and a Technical Consultant will attend to ensure the work has been undertaken in a professional, tradesman like manner.



If the work has not been done in a professional, tradesman like manner you may be charged to restore the property to its original condition.

- If you make any alterations to the property without written approval you are in breach of your lease and may be served with a Notice to Vacate as well as being responsible for the cost to restore the property to its original condition.

What happens if I vacate the property?

If you have made alterations or changes to your property and it is clear there was approval for you to do so then vacation maintenance charges will not be raised for these changes.

If Housing Tasmania did not approve the alterations and changes then you will be asked to return the property to its original condition; if you do not do this or the work is not to an acceptable standard you may be charged the cost of restoring the property to its original condition.

What are Housing Tasmania's maintenance responsibilities?

Housing Tasmania is not responsible for the maintenance of renovations or home improvements you undertake.

Housing Tasmania will:

- provide a house that is clean and in good condition when you move in;
- ensure that all houses we manage continue to be safe, and well-maintained;
- undertake emergency and urgent repairs as quickly as possible; and
- undertake other repairs within 28 days, but sooner whenever we can

Housing Tasmania provides homes for people that are clean and in good condition at the commencement of the tenancy. Essential maintenance and repairs will be undertaken at the request of the tenant or through cyclic maintenance programs such as internal painting. Tenant improvements must be approved by Housing Tasmania's Maintenance Service or tenants risk being charged for changes made to the property.



How do I get maintenance and repairs done?

Business Hours: Call the maintenance hotline on **1300 665 663**.

After Hours: If you need help with emergency or urgent maintenance outside normal business hours, call **1800 005 588**.

Emergency maintenance: Occurs if your safety is at risk, or to prevent further damage to your home. For example if the roof of your house blows off, or there is a house fire.

Urgent maintenance: Occurs if essential services STOP working. For example water, sewerage, electricity, heating, cooking stoves or the hot water service.

Emergency and urgent maintenance will be undertaken as soon as possible.

All non-urgent maintenance calls should be made during business hours to the maintenance hotline.

Related Fact Sheets:

- Looking after your home
- Public Housing Maintenance and Repairs
- Public Housing Inspections

More Information

If you would like further information, please contact your local Housing Tasmania Service Centre.