

# Tenant - Initiated Property Modifications and Upgrades Procedure

## Section 1 - Purpose

(1) The purpose of this procedure is to establish the Catholic Diocese of Maitland-Newcastle (the Diocese) governance requirements for tenant-initiated modifications or upgrades to tenanted properties, ensuring consistency, compliance, safety and protection of asset value.

(2) This procedure ensures tenant-initiated modifications are controlled, safe, compliant and do not compromise the integrity, value, serviceability or operability of Diocese assets to ensure asset stewardship and compliance and safety. It ensures decisions and installations are documented, traceable and auditable.

## Section 2 - Scope

(3) This procedure applies to all tenanted residential properties owned or managed by the Catholic Diocese of Maitland-Newcastle and to all tenants, Property Managers, and the Property Facilities Team involved in assessing, approving, installing, inspecting and recording tenant-initiated modifications or upgrades.

Note (Scope Clarification): This procedure does not affect statutory rights or obligations under applicable tenancy legislation. Disability-related modifications and emergency repairs are addressed in accordance with relevant laws and internal procedures.

## Section 3 - Responsibilities

Role	Responsibilities
Tenant	Submits the application; bears all costs; arranges qualified installation; ensures ongoing maintenance of the installed item; complies with approval conditions.
Property Manager	Reviews applications, seeks clarifications, making recommendations to the Property Facilities Team, communicates decisions in writing to the tenant, and maintains a record of all applications and outcomes against their tenant and property records.
Property Facilities Team	Assesses requests, sets any conditions, coordinates inspections as required, ensures compliance with standards, and updates asset records and floor plans (as required).
Approval Authority	Director Property and Housing (or delegate) provide oversight and final approval where required by delegation.

## Section 4 - Procedure

### Overview

(4) The Diocese will not fund or install tenant-requested modifications or upgrades unless expressly included in the original lease.

(5) The tenant may request and (if approved) only install modifications or upgrades at their own cost, subject to prior written approval of the Diocesan and all applicable laws and standards.

(6) Approval is at the sole discretion of the Diocese and may be granted, refused or granted with conditions.

## **Eligibility and Application Requirements**

(7) A written application must include:

- a. Description of proposed works and location, with photos/diagrams if relevant
- b. Installer details and qualifications/licences/insurances
- c. Confirmation the works will not adversely affect building systems, warranties or safety
- d. Acknowledgement that all costs are the tenant's responsibility, including maintenance, rectification and make-good if required
- e. Acceptance of inspection by the Diocese and compliance with approval conditions.

## **Approval Criteria**

(8) In making a decision, the Diocese will consider whether the proposed works:

- a. Align with property use, amenity, and the Diocese asset plans
- b. Comply with applicable codes, standards, manufacturer specifications and regulations
- c. Do not adversely affect building fabric, safety systems (e.g., fire safety), essential services, warranties, waterproofing, structural elements, or any other tenants
- d. Are reversible without unreasonable damage or cost.

## **Costs, Ownership and Make-Good**

(9) Costs: All costs (application, installation, maintenance, operation, repair, rectification, removal, and make-good) are the tenant's responsibility.

(10) Ownership: Unless expressly agreed otherwise, tenant-installed items remain the tenant's responsibility.

(11) Make-Good: On vacating, the Diocese may require removal and restoration to original condition.

(12) Retention Right: The Diocese may elect to retain the modification at no cost, at its discretion.

## **Installation Standards**

(13) Installations must be performed by licenced and insured professionals, in accordance with relevant laws, codes, and manufacturer specifications.

(14) The Diocese reserves the right to inspect and reject non-compliant works and instruct rectifications.

## **Communication of Decisions**

(15) Decisions (approval, refusal, or conditional approval) will be communicated in writing by the Property Manager, including any conditions and next steps.

## **Recordkeeping**

(16) The Property Manager maintains a register of all applications and outcomes

(17) The Property Facilities Team update asset records and floor plans and retains records of completion documents

## **Non-Compliance**

(18) Unauthorised installations may be removed at the tenant's cost, with any damage rectified by the tenant

(19) Non-compliance may constitute a breach of lease and may trigger remedies under the lease or legislation.

## **Related Documents**

(20) Guideline: [Tenancy-Initiated Modifications and Upgrades Guideline](#)

(21) Forms: [Tenant Application Checklist](#)

## Status and Details

<b>Status</b>	Current
<b>Effective Date</b>	31st March 2026
<b>Review Date</b>	31st March 2029
<b>Approval Authority</b>	Director Property and Housing
<b>Approval Date</b>	31st March 2026
<b>Expiry Date</b>	To Be Advised
<b>Unit Head</b>	Ray Bowen Director Property and Housing
<b>Enquiries Contact</b>	Ray Bowen Director Property and Housing <hr/> Property Services

## Glossary Terms and Definitions

**"Asset Stewardship"** - Maintain asset integrity, serviceability and value.

**"Compliance and Safety"** - Meet all legal, regulatory and Diocese standards, including safety and building performance.