

# Housing modification

Contact

Last review 30 Sep 2016

Next review 30 Sep 2017

## Introduction

The purpose of housing modifications is to enable our clients to live as independently and safely as possible within the limitations of their injury and surroundings. The Housing Modification service(s) work with Housing Assessors, clients, their family/whānau and ACC staff to identify the most practicable and cost effective housing/workplace modification solutions to meet our clients' injury-related needs.

## Who is this service for?

The Housing Modification Service is for any clients who meet both of the following criteria:

- they have a personal injury for which they have cover, ie an accepted claim, and
- an assessed need for modifications to their home, ie an entitlement to receive social rehabilitation.

## Key features

### Suppliers

We contract with Accessable and Enable New Zealand to provide Housing Modification services for our clients.

### Accessable

Accessable covers the Auckland and Northern regions.

### Enable New Zealand

Enable New Zealand covers the following regions:

North Island	South Island
Waikato	Tasman, Nelson & Marlborough
Bay of Plenty	West Coast
Gisborne	Canterbury
Hawkes Bay	Otago
Taranaki	Southland
Manawatu-Wanganui	
Wellington	

## Assessments

We use assessments to identify a client's injury-related needs and to identify if housing modification is the most suitable form of social rehabilitation to meet those needs. Assessments are paid for by ACC and carried out by independent occupational therapists. Depending on the client's assessed injury-related need, the occupational therapist will complete one of these reports:

- [ACC257 Housing modification assessment report - standard and complex modifications](#)
- [ACC263 Housing modification assessment report - minor modifications](#)

See [Arranging a housing modification assessment](#) for more information.

## Customer choice

Clients can choose to employ their own builders and sub-contractors and to manage the build themselves, once there is agreement with ACC about the type of modifications needed.

See [Guidelines for managing the housing modification process when clients want to use their own architect or builder](#).

## Types of modification

Clients may request initial modifications, [additional modifications](#) or [modifications to an additional or subsequent home](#).

There are four [types of modification](#):

- **grab rails** (urgent or non-urgent), which can be installed without an independent assessment, provided the total cost is under (less than \$1,000 + GST (non-urgent) or less than \$1,500 + GST (urgent))
- **minor modifications** – modifications that do not require a building consent, eg small ramps and decks, customised rails
- **standard modifications** - modifications that do require a building consent, eg ramps and decks higher than 1m, platform/stair lifts, wet area showers, kitchen/laundry modifications, covered transfer areas
- **complex modifications** - modifications that require extension to the footprint of the existing dwelling, eg through floor lifts, additional bedrooms, ensuites, new builds, extension of living spaces.

#### Responsibilities

Housing modifications can only be done with the explicit consent of the property owner. Once modifications are completed the property owner is responsible for their maintenance, repair, and insurance. For all types of housing modifications, the ACC case owner is the main point of contact for the client, their family as well as the property owner.

See [Roles and responsibilities](#).

#### Financial contributions

We can only pay for modifications that meet our client's injury-related needs. ACC funds the full cost of modifications needed as a result of injury, including the costs of assessments and quotes from builders or other sub-contractors. All housing modifications are funded as a grant and become the property (and responsibility) of the property owner after completion. See [Roles and Responsibilities](#) for more information.

#### Additional activities

We sometimes require our Housing Modification Services suppliers to undertake additional activities which are not included in the cost of minor, standard or complex housing modifications. See the [Housing Modification pricing list](#) for service item codes and request guidelines.

Our Housing Modification Services suppliers can provide specialist advice to help clients who want to purchase a property to identify properties that either:

- have the necessary features to meet their injury related requirements, or
- that have the potential to be more easily modified.

#### Travel costs

For information on the GST exclusive rates that apply to the Housing Modifications Service contract, see [Contracted providers and contract lists](#), Service type 'Housing Modifications'.

#### Alternative services

In some situations, relocation or residential rehabilitation or support may be more cost effective alternative options than housing modifications. See also [Rehabilitation equipment](#) for more information.

#### Service details

- [Modification types](#)
- [Assessments and reports](#)
- [Roles and responsibilities](#)
- [Guidelines for engaging with the client](#)
- [Decision making help for case owners](#)
- [Timeframes](#)
- [Purchase orders](#)
- [Submissions](#)

# Housing modifications

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## Introduction

Housing modifications assist clients to live as independently and safely as possible by removing structural barriers and/or adding fixed features in their homes to meet their identified injury-related needs. See the [AC Act 2001, Section 81](#).

See also [Housing modifications service description](#).

## Rules

A client is eligible to receive housing modifications if they have:

- an accepted claim, and
- an entitlement to receive funding for housing modification.

We'll consider funding housing modification requests if:

- we've considered other options to meet the client's injury-related needs
- the client is likely to have a long-term or permanent need for the modification.

We only pay for housing modification costs if we've given prior approval.

### Before any modifications take place

- You must have reasonable evidence to support the request. The injury-related needs identified in the housing assessment should support any requirement for specific housing modifications. See [Assessments and reports](#).
- The client and the property owner(s) (if not the client) must give written consent for the modifications to go ahead, which can be provided using the [ACC1563 Housing modification consent form](#). See [AC Act 2001, Schedule 1, Part 1, Clause 19\(2a\)](#)

## Responsibilities

The [AC Act 2001, Section 84](#) describes how we are responsible for assessing our client's injury-related needs and providing the appropriate housing modifications required to meet those needs. The [AC Act 2001, Schedule 1, Clauses 18 & 19](#) tells us what we must consider when determining funding for housing modifications.

### We must:

- make a preliminary assessment as to whether the proposed housing modifications will assist in restoring the client's independence
- meet the costs of obtaining local authority approval.

### We're unable to provide funding to modify:

- hospitals
- hostels
- hotels or motels
- rest homes
- other institutions, eg schools.

### ACC is not required to:

- repair or replace any modifications if the home or modifications are not insured and are damaged
- replace any modifications that no longer perform their original function, eg that are worn out
- provide or contribute to modifications to another home to which the client moves.

The [Housing panel](#) will consider any applications for extended discretion. For further information see [Decision making principles for extended discretion](#).

### ACC is not liable for:

- any liability to the client or any other person arising from the modifications, other than paying for the ACC-approved modifications
- being a contracting party at any stage of the modifications
- paying the person who completes the modifications directly if the client does not pay them
- insurance cost of the modifications or the home in which the modifications have been installed
- the cost of removing any modifications no longer needed
- the cost of returning a home to its former state if the client no longer resides there
- any loss of value resulting from modifications to a home or removal of modifications from the home

- paying for more expensive modifications at the client's request, than what is necessary to meet their injury-related needs

**ACC is not entitled to:**

Recover any payment made to the client if:

- the modifications are removed
- no longer required
- the client no longer occupies the home where the modifications were made.

**Financial contributions**

ACC funds the full cost of modifications needed as a result of injury. All housing modifications are funded as a grant and become the property (and responsibility) of the property owner after completion.

The cost of modifications includes:

- preparation of any drawings or plans
- specialist reports from engineers, hydrologists, or geologists
- obtaining any permits or consents
- obtaining quotes from builders and sub-contractors
- project management of the builders and sub-contractors.

ACC will also cover the cost of alternative accessible accommodation for the entire household if it is unsafe to occupy the dwelling while modifications are being completed.

**Specific housing requests:**

To determine which specific housing modifications are appropriate use the housing assessor's completed assessment report. See [specific housing modifications](#) for more information.

See the [Guide for social rehabilitation decision-making tool](#) and the AC Act 2001:

- [AC Act 2001, Schedule 1, Part 1, Clauses 18 and 19](#)
- [AC Act 2001, Section 83](#)
- [AC Act 2001, Section 84.](#)

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## Further housing modifications

Contact [Contact](#)

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### Introduction

When the client's initial [housing modifications](#) are completed all needs should be met with no further modification required. However, we may approve further modifications if:

- we're satisfied the client's injury-related needs or their circumstances have changed, and
- these changes have resulted in a further entitlement to housing modification funding.

### Rules

A client may request:

- additional housing modifications, ie further modifications to their existing home
- modifications to a secondary home, ie the client is a child whose parents have separated and the child is living at both parent's properties
- modifications to their primary subsequent home, ie the client moves to another home.

You must determine if the client has entitlement to further housing modifications before deciding what modification is the best option.

### Modification options

Relocating the client and modifying the new home can be cheaper than modifying their existing home. If you think this is likely, consider the costs associated with relocating, such as:

- real estate fees
- legal fees
- removal costs
- costs of modifications to the new home.

Any costs associated with relocating must be approved by the delegated authority.

If the costs of modifying a new home are minor compared to the cost of modifying the existing home, we may consider an additional contribution to help pay for relocation.

Contact a [housing subject matter expert](#) if you need more help.

### Additional housing modifications to an existing home

If the client's injury-related needs have deteriorated and the existing modifications no longer meet their needs, they may require further modifications. These requests should be managed in the same way as an initial application.

See [Arranging a housing modification assessment](#).

### Modifications to a subsequent or second home

Modifications to an additional, secondary or subsequent home are usually considered when either:

- the client moves to take up paid employment
- the client leaves their parents' home to live independently from their family
- the client is a child whose parental circumstances have changed, triggering the need for housing modifications to another home, eg the parents have separated and the child is living at both parent's properties.

### Our contribution

ACC's contribution to modifications to a subsequent or secondary home can include providing access to suitable qualified professionals to ensure the additional or subsequent home:

- has some or all of the necessary injury-related features the client requires, or
- is suitable for modifying, or
- will incorporate necessary injury-related features, eg housing plans for new homes.

Our contribution may include arranging for suitably qualified professionals, such as an occupational therapist, to ensure the subsequent home:

- has some or all of the necessary injury-related features the client needs
- is suitable for modifying
- will accommodate the injury-related features needed.

### Considering subsequent or secondary home modifications

We usually consider modifications to a subsequent or secondary home when:

- the client has extenuating social or vocational circumstances, or
- we could meet the client's assessed changed injury-related needs more cost effectively by modifying another home rather than adding to the modifications of the current property.

If...	then you must...
<p>a client applies for subsequent or secondary home modifications, and both of the following apply:</p> <ul style="list-style-type: none"> <li>• they have already purchased a property or entered into a rental agreement with a property owner</li> <li>• they didn't get prior approval for further housing modifications</li> </ul>	<ul style="list-style-type: none"> <li>• find out if the client has a funding entitlement to subsequent or secondary housing modifications</li> <li>• discuss the situation with a <a href="#">housing subject matter expert</a> to determine if there are grounds to consider <a href="#">extending discretion</a></li> </ul>

#### Declining subsequent or secondary home modifications

Every application for housing modifications must be considered on its own merits, regardless of whether ACC has already contributed to housing modifications.

We may decline subsequent or secondary housing modifications if the client moves on a regular basis and either:

- does not have an adequate reason
- they or their family are receiving undue financial advantage as a result.

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# Guidelines for engaging with the client

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## Before referring for a housing assessment

Arrange to meet with the client and any other relevant parties, such as the property owner and/or the client's representative.

It's important that you explain to the client that the purpose of the housing assessment is to identify the most suitable ways for us to meet their injury-related needs. This may include equipment or other solutions, rather than Housing Modifications.

Provide them with the [SISIS16 Injury-related home modifications](#) information sheet and talk them through it.

Identify whether the modifications are:

- a home that has never previously had modifications from ACC
- additional modifications to previously modified home
- to a secondary home
- a subsequent home, eg the client is moving home

Explain that:

- the need for housing modifications is determined objectively by a housing assessor
- they will get to see the assessor's report and will be participating in all decisions about the proposed solution
- the property owner:
  - must agree to the modifications being done, which is especially important if the client is living in a rental property
  - is responsible for insurance, maintenance, removal and repair of modifications once they are completed
- the client has the choice of [managing the housing modification project](#) themselves or letting ACC's contracted Housing Modification Services supplier to do this for them, at no cost to the client
- ACC will pay the full cost of the agreed injury-related housing modifications, but by law ACC cannot contribute to alterations or features that are not linked to the person's injury.

Let the client know a housing assessor will get in touch with them in the next few days to arrange a meeting at their house with them. If possible, give them the name of the assessor.

## After the housing assessment

If the assessment determines that housing modification is the most suitable option for your client, organise a meeting with your client to:

- check with the client if they plan on using their own architect, draftsman or builder. If they do, explain how the process works when they [use their own builder](#)
- tell the client that our Housing Modification Services supplier will be contacting them in the next few days to arrange a time to visit their home. Explain how the on-site meeting works and explain:
  - that they will have an active role in decisions about the proposed solutions discussed
  - who'll be attending the meeting, ie yourself, the assessor, project manager, architect or draftsman, property owner
  - that the purpose of the on-site visit is to:
    - view the existing layout of the house
    - discuss options for different modifications and equipment
    - agree on a workable solution.
- explain the next steps in the process and give a rough indication of how long each should take if there are no problems or delays. See Housing modification [timeframes](#)
- explain to them what their responsibilities are before, during, and after the modification process and provide them with a copy of the [ACC1564 Housing modification responsibilities](#) form to sign and return.

## Before construction begins

Share the expected construction timetable and explain that:

- the project manager should give them regular progress updates, especially when nothing seems to be happening on-site or the building contractor is waiting for materials or equipment to be delivered
- if they have any concerns about progress they should contact their project manager
- if they want to change anything about the work once it's underway, eg make a 'variation', they must contact their project manager and not the builder

- if they have any concerns or complaints about on-site behaviour or work quality, they should discuss it with the project manager.

#### **Our client's experience**

It's important that our client is involved in the modification process and has an understanding of why and when activities are occurring. This minimises any potential future issues and ensures the client feels engaged in the process. The expectation of our client's housing modification experience is that they:

- understand the process from start to finish, who all the different parties are that will be involved, and what role each party is performing
- understand how their housing needs have been objectively and independently assessed
- feel completely informed about how decisions are made, and understand all the factors that are taken into account in deciding what modifications will be done and what ACC's financial contribution will be
- feel involved in agree with all decisions made
- are given a choice to manage the project themselves or to have ACC's contracted Housing Modification Services supplier manage the project for them
- understand and accept that timeframes cannot always be guaranteed, but nevertheless have a good idea of how long the project is likely to take from start to finish if there are no delays or problems along the way
- are aware that any unscheduled changes they request to the planned modifications will potentially impact on timeframes and costs
- feel their ACC case owner keeps them informed of progress at every step of the way
- feel warned ahead of time about potential problems or delays, and are told immediately if a problem or delay has occurred
- know to contact their ACC case owner if they have any questions or concerns about the project
- feel their ACC case owner:
  - is easy to contact
  - genuinely listens to their concerns
  - clearly outlines what steps will be taken next
  - keeps all promises made to address problems or concerns
- feel any problems or delays are resolved promptly
- feel that the builders and tradespeople involved treat their home and them with courtesy and respect at all times
- are satisfied with the quality of the materials and work done
- are satisfied that their home has been left clean and tidy at the end of the project
- feel their home environment is improved by having the modifications
- all members of the household feel everything possible has been done to minimise inconvenience to them while the modifications are being completed.

#### **Property owner experience**

If the client is not also the property owner, the experience we'd like property owners to have is they:

- feel the proposed modifications will enhance the value of their property, not detract from it, and are happy to consent to the modifications being done
- feel consulted on decisions about what modifications will be done, but accept that meeting the injury-related housing needs of their tenant is the most important consideration
- understand that ACC will be paying for the modifications but once they have been completed, as the property owner they are accountable for insurance, maintenance, and repairs to the modifications.



# Guidelines for managing the housing modification process when clients want to use their own architect or builder

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Clients can choose to employ their own builders and sub-contractors and to manage a housing modifications build themselves.

Our financial contribution is limited to those features or changes required for the client's injury-related needs, but clients may choose to pay for non-injury related features they want.

These guidelines provide additional information to assist you when a client has chosen to self-manage their build and/ or is using their own contractor.

## Minor builds

Clients receiving minor modifications can choose to use their own builder. Before the work proceeds, you need to ensure you've received completed copies of both the:

- [ACC1564 Housing modification responsibilities](#) form, and the
- [ACC7405 Housing modification responsibilities - using your own designer and/or builder](#) form

Once the Housing Modification Services supplier receives the completed [ACC263](#) from the assessor (including the builder's quote and sketch plan) they will provide you with guidance as to whether the quoted cost is reasonable, based on the work to be carried out. You need to send the client a [HMD01](#) letter outlining our decision.

When the work is approved, the client can organise the build date with their builder. Once the work is complete, the client will advise the assessor. As per the typical [minor modification process](#), the assessor, builder and the client will sign off the work using the [ACC1565 Housing modification certificate of satisfactory completion](#) form and return it to the housing supplier, who will send it to ACC.

- Once you've received the [ACC1565](#) ensure you [Complete follow up actions](#).

## Standard/Complex Builds

Clients receiving standard or complex modifications can choose to use their own builder and/or draftsman/architect as well as self-manage the build. Before the work proceeds, you need to ensure you've received completed copies of both the:

- [ACC1564 Housing modification responsibilities](#) form, and the
- [ACC7405 Housing modification responsibilities - using your own designer and/or builder](#) form

Once you receive the [ACC257](#) report, you need to:

- generate the [HMD03 Housing modification own builder responsibilities](#) letter and select the correct options for standard/complex modifications.
- send the [HMD03](#) letter, the [ACC7405 Housing modification responsibilities - using your own designer and or builder](#) form and any related documents, eg drawings, to the client

Once the client returns the signed [ACC7405](#), email the relevant housing supplier and ask them to provide 'oversight services'. The housing supplier will respond with a request for fees for 'oversight services', which you will need approve and add to the purchase order.

The Housing Modification Services supplier will:

- arrange a site meeting with the relevant parties, including the case owner
- organise preliminary drawings and get them validated by the assessor
- get the [ACC1563 Housing modification consent](#) form signed by the property owner (if it hasn't already been signed)
- complete the [ACC457 Home Modification Services supplier report](#) and send it, along with the [ACC1563](#), [ACC7405](#) and any drawings, to the case owner.

The case owner then needs to generate and send the [HMD01 Housing modification approval](#) letter (using the correct options, ie 1B and 2C) and related documents, eg drawings, to the client.

The client and/or their project manager will then:

- get the plans and drawings finalised
- arrange any specialist reports needed, such as soil engineer's reports
- gain the relevant building consent from the local authorities

## Modifications to home

- schedule a start date.

The housing supplier will provide oversight of the service delivery and inspect the site before asking ACC to release the progress payments.

Once the work is completed the client and/or their project manager will:

- make sure the work gets a code compliance certificate
- organise a final inspection with the housing supplier and assessor and ensure they sign off the work using the [ACC1565 Housing modification certificate of satisfactory completion](#) form and return it to ACC.

Once you've received the [ACC1565](#) ensure you [Complete follow up actions](#).

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## Decision-making help for case owners

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There are two sources of expert advice available for case owners when evaluating and making decisions about proposed home modification solutions and plans. These are:

- local [Housing Subject Matter Experts](#)
- the [Housing Panel](#).

### Housing Subject Matter Experts

Housing subject matter experts (SMEs) are people who have volunteered to provide guidance and support to ACC case owners who have less experience with the housing modification process.

Housing SMEs have been on the Housing Panel and can use that experience to help guide you through the process for the first time, so that next time you can navigate it with confidence.

A local housing SME can help you with:

- making a submission to the Manager, Home Modifications for approval to proceed to the next step
- seeking a higher delegate's authorisation for a purchase
- managing client expectations
- communicating decisions to clients
- understanding assessment reports
- evaluating multiple solutions for meeting a client's housing needs
- handling requests for modifications to an additional or subsequent home.

If a housing SME can't answer your question immediately, they can refer it to the Housing Panel for a second opinion or for reference to the decisions that have previously made on similar cases.

Use the table below to locate a housing SME near you.

Region	Name
Auckland	
Counties Manukau	
Hamilton	
Rotorua	
Tauranga	
Gisborne	
Hawkes Bay	
Dunedin	

### Housing Panel

The Housing Panel helps ACC make robust decisions about funding home modifications that are linked to clients' injury-related needs and that support their rehabilitation outcomes. It provides assurance that proposed approaches or decisions are:

- customer-focused
- logical and pragmatic
- consistent with decisions on similar cases around the country and over time
- within the legal rules set down in our legislation.

**What the Housing Panel offers**

The Housing Panel offers:

- expert opinion and advice:
  - with often unfamiliar and complex processes
  - when special circumstances are to be taken into account
- a service to Team Managers and Branch Managers that provides a second-opinion and consistency-check on the solutions being proposed
- a sounding board for the Manager, Home Modifications to help reconcile principles of customer choice and service with the intent of the legislation.

**How to engage with the Housing Panel**

Before engaging with the Housing Panel, contact your nearest Housing SME and they can help you approach the panel.

**How the Housing Panel works**

The panel includes:

- the Manager, Home Modifications
- a group of housing subject matter experts
- one of the three serious injury Technical Claims Managers
- one of the four serious injury advisors.

The Housing panel operates by weekly teleconference (Tuesdays at 11:00 am) and is chaired by one of the panel members. Case owners will be contacted with a date and time to attend and the teleconference number.

Case owners may wish to invite their Team Manager to attend with them. All decisions by the panel are communicated in writing to the originating case owner via the task.

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## Arranging a housing modification assessment

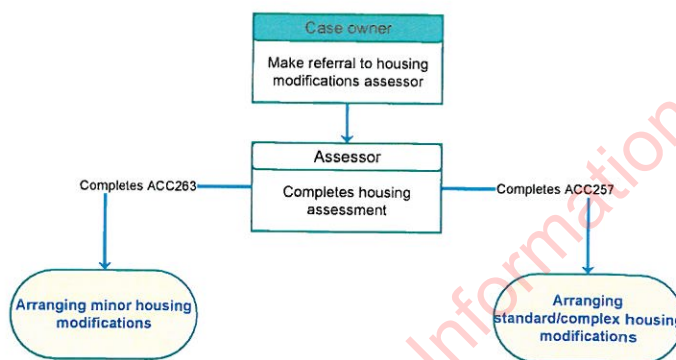
Use this process to arrange a housing modifications assessment to determine if housing modifications are needed for the client's injury-related needs, and if so, how complex the modifications need to be.

For pre-made standard length grab rail installations, which don't need an assessment, go to [Arranging the installation of pre-made standard length grab rails](#).

See also [Housing modifications service description](#).

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Click on a shaded box for instruction details



Show all instructions

### Make referral to housing modifications assessor

#### Responsibility

Case owner

#### When to use

Use this instruction to request an independent housing assessor to identify a client's injury related housing modification needs and potential solutions.

#### Instruction

##### Step 1

Identify an appropriate housing assessor, ie go to <http://cp/portal.htm> -> 'Service type' -> 'Social Rehab Assessments – Housing'.

##### Step 2

Create a [purchase order](#) for the assessment in Eos.

##### Step 3

Load the [ACC081 - Form - Assessment referral - Vendor](#) form against the purchase order and complete the form as needed.

##### Step 4

Attach the ACC081 and all **relevant** documents in an email to the assessor. Complete a [privacy check](#) on the ACC081 and attachments before sending the email.

Relevant documents may include relevant information, medical reports and/or previous assessments that describe the impact of the client's injuries on their ability to access and move/operate independently around their home.

#### What happens next

The housing assessor will contact the client and arrange to meet them at their house.

If the assessor identifies that the client needs housing modifications, they will determine the type and complexity of the modifications needed.

# Modifications to home

The following table shows what happens once the complexity of the modifications is established by the assessor.

If the changes needed are...	then...
minor housing modifications	<ul style="list-style-type: none"> <li>• the housing assessor will:                             <ul style="list-style-type: none"> <li>• contact the Housing Modification Services supplier to identify an appropriate builder</li> <li>• meet with a builder onsite and arrange sketch plans and a quote</li> <li>• makes sure the <a href="#">ACC1564 Housing modification responsibilities</a> and <a href="#">ACC1563 Housing modification consent forms</a> are completed</li> <li>• complete the <a href="#">ACC263 Housing modification assessment report - minor</a> form and sends it to the Housing Modification Services supplier along with the builder's quote, sketch plan and completed ACC1563 and ACC1564</li> <li>• the Housing Modification Services supplier will check the quote against the housing service schedule of rates and either instruct the builder to proceed (if the costs are within the schedule of rates) or pass on the ACC263 form and associated documentation to the case owner for approval</li> </ul> </li> <li>• go to <a href="#">Arranging minor housing modifications</a></li> </ul>
standard/complex housing modifications	<ul style="list-style-type: none"> <li>• the housing assessor will send the <a href="#">ACC257 Housing modification assessment report</a> to the case owner.</li> <li>• go to <a href="#">Arranging standard/complex housing modifications</a></li> </ul>
something else, eg home help	see the relevant CHIPS content for that service

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## Arranging minor housing modifications

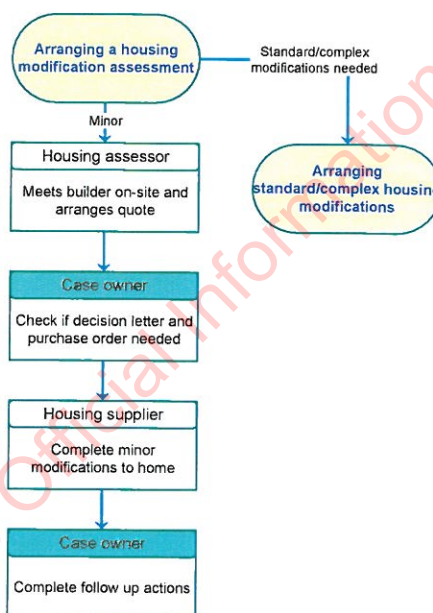
Once a *housing assessment* has been completed, use this process to arrange minor housing modifications, including the installation of customised handrails, when the client uses our Housing Modification service's architect and/or builder.

If the modifications are not minor, see either *Arranging standard/complex housing modifications* or *Arranging pre-made standard length grab rail installation* as relevant.

See also *Housing modifications service description*.

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Click on a shaded box for instruction details



[Show all instructions](#)

### Check if decision letter and purchase order needed

#### Responsibility

Case owner

#### When to use

Use this process when you receive the [ACC263 Housing modification assessment report - minor form](#).

#### Before you begin

See:

- [Guidelines for engaging with the client](#) for advice on what you need to discuss with the client at the appropriate time.
- [Guidelines for managing the housing modification process when clients want to use their own architect or builder](#)

#### Instruction

##### Step 1

Check we've received completed copies of the:

- [ACC1564 Housing modification responsibilities form](#)
- [ACC1563 Housing modification consent form](#) (or [ACC7405 Housing modification responsibilities - using your own designer and or builder form](#) if relevant).

##### Step 2

If the housing modification supplier advises that...	then...
the quote is within the schedule of rates	<ul style="list-style-type: none"> <li>go to step 3</li> </ul>
the quote is not within the schedule of rates or the maximum threshold for the whole job	<ul style="list-style-type: none"> <li>the Housing Modification Services supplier will determine if the difference is reasonable and if so, advise the case owner of why the quote is justified</li> <li>consult a local housing subject matter expert if you have any concerns about the justification from the Housing Modification Services supplier</li> <li>create a purchase order and email the purchase order number to the Housing Modification Services supplier to let them know they can proceed.</li> <li>go to step 3</li> </ul>

### Step 3

If the client is using...	then...
the Housing Modification supplier	<ul style="list-style-type: none"> <li>go to step 4</li> </ul>
their own builder	<ul style="list-style-type: none"> <li>generate the <a href="#">HMD01 Housing modification approval</a> letter and select the correct options</li> <li>indicate any part payment as needed</li> <li>send the HMD01 letter to the client</li> <li>CC the HMD01 to the Housing Modification Services supplier</li> <li>see <a href="#">Guidelines for managing the housing modification process when clients want to use their own architect or builder</a></li> <li>go to step 4</li> </ul>

### Step 4

If the client...	then...
needs a staged modification, ie Part B of the ACC263 form indicates that the client may need a staged modification approach	<ul style="list-style-type: none"> <li>update the assessment purchase order with a standard/complex housing assessment</li> <li>email the assessor to let them know you've adjusted the assessment purchase order</li> <li>go to step 5</li> </ul>
does not need a staged modification, ie they only need minor modifications	<ul style="list-style-type: none"> <li>go to step 5</li> </ul>

### Step 5

Upload the [ACC263 Housing modification assessment report - minor](#) form and any related documents to the client's claim.

#### What happens next

If the work will be...	then...
completed by our Housing Modification Service supplier's builder	<ul style="list-style-type: none"> <li>the Housing Modification Service supplier will advise the builder to contact the client and complete the work</li> <li>once the work is completed the Housing Modification Service supplier will ensure that the assessor and the client sign off the work using the ACC1565 Housing modification certificate of satisfactory completion form and return it to ACC.</li> <li>go to <a href="#">Complete follow up actions</a></li> </ul>



If the work will be...	then...
completed by the client's own builder	<ul style="list-style-type: none"><li>• see <a href="#">Guidelines for managing the housing modification process when clients want to use their own architect or builder</a></li><li>• go to <a href="#">Complete follow up actions</a></li></ul>

### Complete follow up actions

#### Responsibility

Case owner

#### When to use

Use this instruction when you receive the completed [ACC1565 Housing modification certificate of satisfactory completion](#) form from the Housing Modification Service supplier.

#### Instruction

##### Step 1

[Add a contact](#) to the client's claim file in Eos, noting that the modifications are complete and the ACC1565 has been received.

##### Step 2

Upload the [ACC1565 Housing modification certificate of satisfactory completion](#) form and any related documents to the client's claim.

##### Step 3

If needed to release the final payment for a client who used their own builder, complete the [ACC161 Proforma invoice](#) form for the final payment and email it to the nearest invoicing team.

##### Step 4

Add a reminder task to contact the client 4-6 weeks after completion of the minor modifications to check:

- they are satisfied with their minor modifications
- are achieving the mobility and increased independence objectives the home modifications were intended to facilitate.

##### Step 5

Contact the client at the 4-6 week mark and if necessary, adjust their package of care or refer for a needs assessment.

#### What happens next

This process ends.

Released under the Official Information Act 1982

# Arranging standard/complex housing modifications

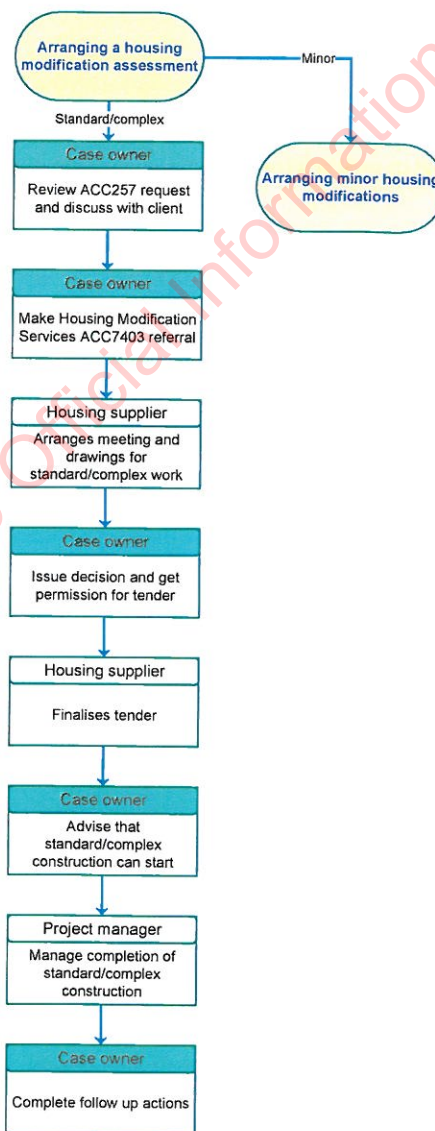
Once a *housing assessment* has been completed, use this process to arrange standard or complex housing modifications when the client uses our Housing Modification service's architect and/or builder.

If the modifications are not standard/complex, see either *Arranging minor housing modifications* or *Arranging pre-made standard length grab rail installation* as relevant.

See also *Housing modifications service description*.

Contact	Last review 30 Sep 2016	Next review 30 Sep 2017
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Click on a shaded box for instruction details



[Show all instructions](#)

## Review ACC257 request and discuss with client

### Responsibility

Case owner

# Modifications to home

## When to use

Use this process after a [housing assessment](#) has been completed and you receive an [ACC257 Housing modification assessment report](#) that requests standard/complex housing modifications.

## Before you begin

See:

- [Guidelines for engaging with the client](#) for advice on what you need to discuss with the client at the appropriate time
- [Guidelines for managing the housing modification process when clients want to use their own architect or builder](#).

## Instruction

### Step 1

Review the completed [ACC257 Housing modification assessment](#) report and identify the recommended modifications needed for the client's injury-related needs.

### Step 2

Get housing subject matter advice if needed, eg if you're not sure how to handle client or family/whānau expectations for options that the assessor doesn't mention or doesn't agree with, such as a hydrotherapy pool.

### Step 3

If needed, clarify any further questions you have with the housing assessor.

### Step 4

Upload the housing assessor's report to the client's claim file.

### Step 5

Contact the client and tell them you've received the assessor's report and would like to go through the assessor's finding with them. See [Guidelines for engaging with the client](#).

### Step 6

Go to [Make Housing Modification Services ACC7403 referral](#).

## Make Housing Modification Services ACC7403 referral

### Responsibility

Case owner

### When to use

Use this process when you've reviewed the ACC257 Housing modification assessment report and discussed them with the client.

### Instruction

#### Step 1

Identify the appropriate Housing Modification Services supplier for the region that the client lives in, ie go to <http://cp/portal.htm> -> 'Service type' -> "Social Rehab Assessments – Housing".

#### Step 2

Create a purchase order in Eos.

#### Step 3

Load the [ACC7403 Housing modification service referral](#) form from the purchase order and complete it.

Note that it's important complete the referral correctly otherwise the Housing Modification Services supplier will need to ask for clarification from you and this will delay the process.

If it's known that the client wants to use their own builder, indicate on the ACC7403 that you want the supplier to provide professional advisory services. See [Using a client's own architect or builder](#) page.

#### Step 4

Send the ACC7403 Housing modification service referral form and the completed ACC257 [Housing modification assessment report](#) to the relevant Housing Modification Services supplier.

Make sure you:

exclude any documents and reports that are not relevant to the Housing Modification Services supplier, including any sent to the assessor to help them do the assessment

complete a content and privacy check

**What happens next**

The Housing Modification Services supplier will:

- arrange a site meeting with the relevant parties, including the case owner
- organise preliminary drawings and get them validated by the assessor
- get the [ACC1563 Housing modification consent](#) form signed by the property owner (if it hasn't already been signed)
- complete the [ACC457 Housing Modification service](#) report and send it, along with the ACC1563 and any drawings, to the case owner.

If the client is using...	then...
our Housing Modification Service builders	go to <b>Issue decision and get permission for tender.</b>
their own project management and builders	<ul style="list-style-type: none"> <li>• see <a href="#">Using a client's own architect or builder</a></li> <li>• go to <b>Complete follow up actions</b></li> </ul>

**Issue decision and get permission for tender**

**Responsibility**

Case owner

**When to use**

Use this process when you receive the [ACC457 Housing Modification service report](#) form from the supplier and you need to issue a decision for standard/complex housing modifications letter to the client.

**Instruction**

**Step 1**

Familiarise yourself with the proposed solution outlined in the ACC457 report, preliminary drawings and cost estimate from the Housing Modification Services supplier.

**Step 2**

Upload the [ACC457 Housing Modification service](#) report form to the client's claim

**Step 3**

Generate the [HMD01 Housing modification approval](#) letter, select the correct options for standard/complex modifications and send it and any related documents, eg drawings, to the client.

**Step 4**

Check you have the correct **financial delegations** holder to approve funding for the proposed solution, based on the total value of the cost estimate. If not, make a submission to request approval for going to tender. See **Submissions for tender.**

**Step 5**

Once you receive approval to go to tender, create a purchase order based on the cost estimate from the ACC457.

**Step 6**

Send the purchase order to the relevant Housing Modification Services supplier and notify them that funding has been approved and they can proceed to tender.

**What happens next**

The Housing Modification Services supplier will:

- get the plans and drawings finalised
- arrange any specialist reports needed, such as soil engineer's reports
- gain the relevant building consent from the local authorities
- seek tenders from building contractors for the proposed modifications
- evaluate all of the tender applications and decides on a preferred tender.
- advise the case owner of their recommendation for preferred tender

Go to **Advise that standard/complex construction can start.**

# Modifications to home

## Advise that standard/complex construction can start

### Responsibility

Case owner

### When to use

Use this instruction when the client is using a Housing Modification Services builder and Housing Modification Services supplier advises you that there is a preferred builder from the tender process.

### Instruction

#### Step 1

Familiarise yourself with the preferred tender recommended by the Housing Modification Services supplier. Clarify with the Housing Modification Services supplier any large variation between the value of the original cost estimate (in the ACC457) and the price quoted in the preferred tender.

Note that sometimes we may need to go with the more expensive quote if this means a better start date.

#### Step 2

If needed, amend the purchase order based on the price quoted by the preferred tender.

Get approval to proceed to construction from the appropriate delegation holder. See **Submissions for tender**.

#### Step 3

Check we've received copies of the signed [ACC1564 Housing modification responsibilities](#) and [ACC1563 Housing modification consent](#) forms. If not, raise it with the Housing Modification Services supplier and/or the client.

#### Step 4

Contact the client and tell them a building contractor has been selected from the tender process and on what date they will be ready to start construction. See [Guidelines for engaging with the client](#).

#### Step 5

Send the [HMD02 Housing modification tender approval](#) letter to the client with a CC to the relevant Housing Modification Services supplier.

#### Step 6

Contact the Housing Modification Services supplier to notify them to proceed to construction and attach the CC of the HMD02 letter.

### What happens next

- The Housing Modification Services supplier will:
  - advise the builder to contact the client and complete the work
  - advise you of any site meetings that you need attend
- Once the work is completed:
  - the builder will make sure the work gets a code compliance certificate
  - the project manager will ensure that the assessor and the client sign off the work using the ACC1565 Housing modification certificate of satisfactory completion form and return it to ACC.
- Go to **Complete follow up actions**.

## Complete follow up actions

### Responsibility

Case owner

### When to use

Use this instruction when you receive the completed ACC1565 Housing modification certificate of satisfactory completion form from the Housing Modification Services supplier.

### Instruction

#### Step 1

Add a contact to the client's claim file in Eos, noting that the modifications are complete and the ACC1565 has been received.

#### Step 2

Upload the ACC1565 Housing modification certificate of satisfactory completion form and any related documents to the client's claim.

#### Step 3

If needed to release the final payment for a client who used their own builder, complete the ACC161 Proforma invoice form for the final payment and email it to the nearest invoicing team.

**Step 4**

Use a reminder task to contact the client 4-6 weeks after completion of the minor modifications to check:

- they are satisfied with their standard/complex modifications
- are achieving the mobility and increased independence objectives the home modifications were intended to facilitate.

**Step 5**

If necessary, adjust their package of care or refer for a needs assessment.

**What happens next**

This process ends.

Released under the Official Information Act 1982

# Modifications to home

## Arranging the installation of pre-made standard length grab rails

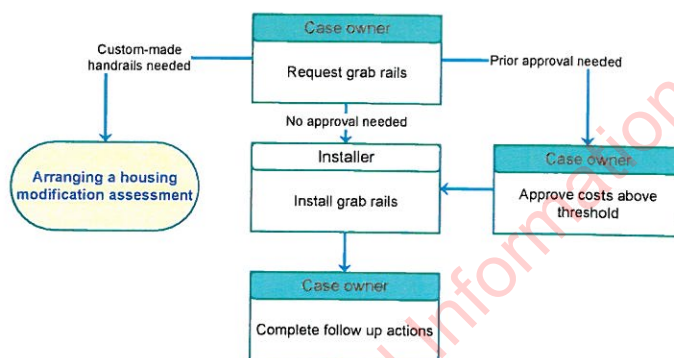
Use this process to organise the installation of standard pre-made grab rails in your client's home.

If custom-made handrails are required, go to [Arranging a housing modification assessment](#) instead as custom-made handrails are a type of minor modification.

See also [Housing modifications service description](#).

Contact	Last review 30 Sep 2016	Next review 30 Sep 2017
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Click on a shaded box for instruction details



[Show all instructions](#)

### Request grab rails

#### Responsibility

Case owner

#### When to use

Use this instruction if you have a client who requires pre-made standard length grab rails installed in their home.

Note that an Allied Health professional may also submit the [ACC7404 Request for housing modification – grab rails](#) to you for processing.

#### Instruction

##### Step 1

Complete and/or review the [ACC7404 Request for housing modification – grab rails](#) form. Make sure you indicate the timeframe required for installation. See [Timeframes](#).

##### Step 2

Email the completed form to the Housing Modification Service supplier.

#### What happens next

The Housing Modification Services supplier will review the request and estimate the total cost of the installation, taking into account materials, labour and location. If the cost of the installation of the grab rails is expected to be less than \$1,000 + GST (for non-urgent installation) or less than \$1,500 + GST (for urgent installation), the Housing Modification Service supplier will ask a local installer to contact the client or their representative and organise the installation.

If the Housing Modification Services supplier or the grab rail installer determine that custom made hand rails will be required, the installation will need to be referred to the minor modification process.

Use the following table to determine the next steps.

# Modifications to home

If the grab rail installation ...	and the Housing Modification Services supplier estimates it will...	then...
is urgent	cost under \$1500	<ul style="list-style-type: none"> <li>the grab rails can be installed immediately (or within the agreed timeframe)</li> <li>no purchase order is required</li> <li>the installer completes part E of the ACC7404 and the Housing Modification service returns it to the case owner to indicate the work is complete</li> <li>go to <a href="#">Complete follow up actions</a></li> </ul>
is urgent	cost under \$1500, but the installer identifies additional costs once on site	<ul style="list-style-type: none"> <li>the grab rails can be installed immediately (or within the agreed timeframe)</li> <li>the installer completes part E of the ACC7404 and the Housing Modification service returns it to the case owner to indicate the work is complete</li> <li>a purchase order is required</li> <li>go to <a href="#">Approve costs above threshold</a></li> </ul>
is urgent	cost over \$1500	<ul style="list-style-type: none"> <li>the grab rails cannot be installed until approval is received from the case owner</li> <li>a purchase order is required</li> <li>go to <a href="#">Approve costs above threshold</a></li> </ul>
is non-urgent	cost under \$1000	<ul style="list-style-type: none"> <li>the grab rails can be installed immediately (or within the agreed timeframe)</li> <li>the installer completes part E of the ACC7404 and the Housing Modification service returns it to the case owner to indicate the work is complete</li> <li>no purchase order is required</li> <li>go to <a href="#">Complete follow up actions</a></li> </ul>
is non-urgent	cost under \$1000, but the installer identifies additional costs once on site	<ul style="list-style-type: none"> <li>the grab rails can be installed immediately (or within the agreed timeframe)</li> <li>the installer completes part E of the ACC7404 and the Housing Modification service returns it to the case owner to indicate the work is complete</li> <li>a purchase order is required</li> <li>go to <a href="#">Approve costs above threshold</a></li> </ul>
is non-urgent	cost over \$1000	<ul style="list-style-type: none"> <li>the grab rails cannot be installed until approval is received from the case owner</li> <li>a purchase order is required</li> <li>go to <a href="#">Approve costs above threshold</a></li> </ul>

In all cases the Home Modification Services supplier sends invoices directly to the ACC Payments unit.

## Approve costs above threshold

### Responsibility

Case owner

### When to use

Use this instruction when you receive a request for prior approval for a grab rail installation.

### Instruction

#### Step 1



## Modifications to home

Create a [purchase order](#) in Eos for the 'over threshold' request for grab rails. Note that the supplier needs to apply for the full amount using the appropriate service item code and just the costs exceeding the threshold limits (less than \$1,000 + GST (non-urgent) or less than \$1,500 + GST (urgent)).

If you have any concerns about the costs being unreasonable, consult your local [Housing subject matter expert](#).

### Step 2

Email the Housing Modification Service supplier advising them:

- of the purchase order code
- that the grab rail installation is approved.

### What happens next

If they haven't been installed already, the Housing Modification Service supplier will arrange for the grab rails to be installed.

The grab rail installer will:

- install the grab rails
- notify the Housing Modification service that the grab rails have been installed
- complete section E of the [ACC7404 Request for housing modification – grab rails](#) form and return it to the Housing Modification service to confirm the work is complete. The Housing Modification service will forward the completed form to the case owner.

Go to [Complete follow up actions](#).

## Complete follow up actions

### Responsibility

Case owner

### When to use

Use this instruction when you receive the completed [ACC7404 Request for housing modification – grab rails](#) form from the Housing Modification service.

### Instruction

#### Step 1

Add a contact to the client's claim file in Eos, noting that the grab rail installation is complete and the ACC7404 Request for housing modification – grab rails has been received.

#### Step 2

Upload the ACC7404 Request for housing modification – grab rails form to the client's claim.

#### Step 3

Add a reminder task to contact the client two weeks after the grab rails are installed to check that they:

- are satisfied with the grab rails
- don't need any further housing modifications.

Make any relevant changes to the client's package of care, including [Arranging a housing modification assessment](#) if necessary.

### What happens next

This process ends.

## Timeframes

Contact

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The follow tables show the expected timeframes for the different types of housing modification processes.

### Grab rails (standard off-the-shelf)

Step	Timeframe
Housing modification service supplier contacts installer	On receipt of referral
Installation of grab rail	<ul style="list-style-type: none"> <li>If urgent, then within 48 hours of receiving referral</li> <li>If non-urgent, within 5 working days of receiving referral</li> </ul>
Case owner approval if over \$1000 excl GST (non-urgent) or \$1500 excl GST (urgent)	Within 2 days of notification from supplier
<b>Estimated total timeframe</b>	<ul style="list-style-type: none"> <li>If urgent, then 48 hours from referral to completed installation</li> <li>If non-urgent, then 5 days from referral to completed installation</li> </ul>

### Minor housing modifications using Housing Service architect/builder

Step	Expected timeframe
Builder will provide sketch plans and quote after meeting with the housing assessor on site	Within 5 working days after first meeting
Housing Modification Services supplier reviews documentation and: <ul style="list-style-type: none"> <li>instructs builder to proceed if modifications are within Schedule of Rates</li> <li>requests approval from ACC case owner if modifications are outside of the Schedule of Rates</li> </ul>	Within 2 working days of receipt of documentation from housing assessor
For quotes outside of Schedule of rates - case owner issues decision and advises the Housing Modification supplier	Within 2 working days of receipt of quote and endorsement from Housing Modification Services supplier
The housing supplier will advise the builder to contact the client and complete the work	Within 2 working days of receiving approval from case owner
Builder completes modifications	Within timeframes proposed to, and approved by ACC
Housing supplier ensures <a href="#">ACC1565 Housing modification certificate of satisfactory completion</a> is completed and forwarded to ACC	Within 5 working days of housing modification project being completed
Case owner follow up	4 to 6 weeks after completion

### Standard/complex housing modifications using Housing Service architect/builder

Step	Expected timeframe
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Step	Expected timeframe
Housing Modification Services Supplier notifies case owner of acceptance of referral	Within 2 working days of referral acceptance
First on site visit occurs	Within 10 working days of acceptance of referral
Client provided with written information on the Housing Modification project, Client responsibilities and timeframes for the completion of the Housing Modification Project	At first site visit
Housing Modification Services supplier obtains preliminary drawings/estimate costs and submit to ACC for approval and apply for Building Consents (where required)	Within 20 working days of first site visit
Case owner instructs supplier to proceed to tender and complete working drawings	Within 10 working days of receipt of concept design
Obtain quotes and submit to ACC for approval with Tender Recommendation	Within 20 working days of receipt of instruction to proceed to tender
Case owner approves tender recommendation	Within 10 working days of receipt of tender recommendation
Housing supplier project manages completion of the work	As agreed
Housing supplier ensures <a href="#">ACC1565 Housing modification certificate of satisfactory completion</a> is completed	Within 5 working days after work completed
Case owner follow up	4 to 6 weeks after completion

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