

Making changes

You may decide that you would like to pay for an improvement to your AnglicareSA home. This could be for something like:

- an air conditioner
- internal decorating such as painting or new flooring
- fencing
- a pergola
- a satellite dish or TV antenna
- a security screen
- a home security system

You are welcome to put in a written request to us and we'll consider it carefully. We're delighted to have our properties improved, but we do need to look at some things before we say yes.

What do we need to know?

Please include the following information in your written request:

- what you want to do and why
- specific details such as cost, type, make and model
- who is going to do the work?
- how long it will take to complete?
- what about if you leave, what will you want to do about the changes you've made to the property?

What do we consider?

We will look at:

- the cost and who is going to pay
- the impact on the building's structure, appearance and future value
- the impact on future tenants
- who intends to do the work (we'd prefer a qualified tradesperson depending on the job)
- compliance with local government regulations

We'll let you know the decision in writing within 30 days of receiving your application and all necessary details. Sometimes we need to deny a request and we'll tell you why. If you disagree with the decision, you're welcome to put in an appeal to have it reconsidered.

We'll include details of how to appeal in the letter we send you.

Mobility access rails

In some situations, we are able to provide rails in the shower, toilet and main door areas to aid mobility.

We can only do this if funding is not available from other support services. Please talk to us if you'd like to know more about this.

For more information please call our friendly customer service team on **1800 688 000** or visit

Holden Hill – Level 1, 560 North East Road
Elizabeth Grove – 60 Fairfield Road
Kilkenny – 3/10-14 Regency Road

Mount Gambier – ac.care 70-72 White Avenue
Berri – ac.care 5 Kealley Street