

Policy: Adaptations

1. Introduction

- 1.1 This policy outlines the principles applied to the provision of adaptations in our properties and how we will work in partnership with Local Authorities to deliver adaptations to improve the lives of our customers.

2. Purpose

- 2.1 We are committed to providing properties that meet the needs of the tenants while taking into consideration the future sustainability of the tenancy and the type of adaptation being requested.
- 2.2 We are committed to providing a flexible approach, to help promote independence, security and dignity of tenants within their own homes. We will consider the impact on our properties and the overall sustainability to ensure our homes are fit for purpose for our tenants.
- 2.3 To ensure there is a consistent approach to carrying out minor and major adaptations to all our homes.

3. Scope

- 3.1 Aids and adaptations are items of equipment or special fixtures and fittings, which may improve access to an individual's home, improve an individual's mobility in and around their home or help with their daily living.
- 3.2 This policy applies to all tenants who require adaptations, alterations or enhancements to their home as a result of illness or disability. The adaptations or alterations may be required for either the tenant themselves or a family member permanently residing at the property. We will ensure we reconcile the expectations of our customers in need of adaptations with our need to manage our housing stock effectively.
- 3.3 Adaptations can be categorised into two areas:
- Minor adaptations - are usually adaptations that cost less than £250 and include internal or external grab rails, lever taps and adjustments to electric sockets. Minor adaptations will normally be fitted without the requirement for an occupational therapist and the full cost will

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be met Hildale. The cost of minor adaptations may be recharged to the customer through the service charge.

- Major Adaptations – are adaptations usually costing more than £250 and can include items like stair lifts, bathroom conversions, extensions or through floor lifts. Major adaptations will be funded by the Local Authority via the Disabled Facilities Grant (DFG).

4. The Policy

4.1 On receipt of a request for an adaptation we will:

- Consider alternative options, such as moving to suitable alternative accommodation
- Work in partnership with the Local Authority and the Care Provider to progress adaptations based on the needs of the resident (or another existing household member who is registered as living at the property). Approvals for adaptations will be subject to available funding and suitability of the property for the adaptation
- Be responsible for the annual servicing (for example stair lifts) and any maintenance or replacement work following the 12-month warranty period
- Accurately record details of all adaptations carried out in our properties to enable effective future lettings
- Assess adaptations in the light of the impact they make to the tenant's ability to self-manage long-term health conditions in their current property
- Support tenants to move if an adaptation will not be carried out

4.2 When equipment is no longer needed, we will work with the Local Authority to either recycle and utilise equipment in another property or rehouse the tenant and allocate the property to someone requiring the adaptation.

4.3 We will not carry out adaptations in the following circumstances:

- Where we are considering or in the process of taking legal action in relation to possession of the property for a breach of tenancy
- Where the cost of the works is considered too high, or not reasonable or practical and the tenant can move to a more suitable property
- Where the adaptation is not structurally practicable

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5. Related Documents

5.1 This policy should be read in conjunction with any procedures, service level agreements and guidance notes prepared to meet and support its aims including and the following policies:

- Response Repairs Policy
- Allocations and Letting Policy

6. Responsibility

6.1 The Head of Operations/Operations Manager and the Head of Asset Management are responsible for ensuring this policy complies with legislative requirements.

6.2 Managers and staff who deal with the allocation of properties and starting and maintaining tenancies are responsible for implementing this policy.

7. Equality and Diversity

7.1 We will ensure that this policy is applied fairly to all our customers. We will not directly or indirectly discriminate against any person or group of people because of their race, religion, gender, marital status, sexual orientation, disability or other grounds set out in our Equality, Diversity and Inclusion Policy.

7.2 An Equality Impact Assessment has been carried out on this policy.

8. Monitoring, review and evaluation

8.1 In monitoring this policy we will:

- Work closely with Local Authorities and Care Providers to monitor the effectiveness of any adaptations.
- Monitor the expenditure on adaptations
- Monitor the work carried out by contractors in our properties to ensure it meets our standards
- Ensure all works requiring a servicing regime are identified and placed under an annual programme of inspection and servicing

8.2 This policy will be updated as required with changes in legislation or working practices and a full review will be completed every three years.

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9. Legislation and Link to other Documents

- 9.1 This policy has been written in accordance with relevant guidance and legislation, which includes:
- Home adaptations for disabled people: a detailed guide to related legislation, guidance and good practice, published by the Homes Adaptations Consortium in 2013
 - Regulatory Reform (Housing Assistance) (England and Wales) Order 2002
 - Chronically Sick and Disabled Persons Act 1970
 - Human Rights Act 1998
 - Care Act 2014
 - Equality Act 2010
 - Housing Acts 1980 & 1985 & 1996

10. Document Change History

Version	Date	Change	Owner
1	30/10/2023	New document	Alastair Cooper