

Policy: Adaptations

Adopted by the following group entities

Name	Date Approved
Change Housing	19.05.2026
Hilldale Housing Association	19.05.2026
Quays Housing	19.05.2026

1. Purpose

- 1.1 This policy sets out the group approach to managing equipment and adaptations that enables tenants to live safely, independently and with dignity in their homes.
- 1.2 It applies to the provision of adaptations in our properties and how we will work in partnership with Local Authorities to deliver the required adaptations, to help improve the lives of our customers.
- 1.3 The policy ensures compliance with:
 - The Regulator of Social Housing Consumer Standards (Transparency, Influence and Accountability, Tenancy and Safety & Quality)
 - The Equality Act 2010 and the Homes (Fitness for Human Habitation) Act 2018
 - Local authority Disabled Facilities Grant (DFG) frameworks.
- 1.4 We are committed to providing a flexible approach, to help promote independence and security, whilst maintaining the dignity of tenants within their own homes. We will consider the impact on our properties and the overall sustainability to ensure our homes remain fit for purpose for our tenants should their support needs change.

2. Scope

- 2.1 The Regulator of Social Housing expects social housing providers to make provisions for adaptations under the Consumer Standards.
- 2.2 To comply with the new consumer standards, we will recognise diverse needs. Considering the needs of those households who are vulnerable by reason of age, disability or illness. We will assist tenants seeking adaptations and cooperate with relevant local authorities.

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- 2.3 This policy applies to all properties within the group portfolio, and to all staff and contractors engaged in:
- Receiving, assessing and processing adaptation requests
 - Approving and delivering minor and major adaptations
 - Liaising with tenants, occupational therapists and local authorities.
 - All decisions will consider reasonableness, and not just cost.
- 2.4 Equipment 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.
- 2.5 Adaptations have been categorised into two areas:
- Minor Adaptations and/or Reasonable Adjustments - works required that may have been requested directly by a tenant (or their representative) or may have been recommended following an assessment by an Occupational Therapist (OT). This includes items such as grab rails, toilet plinths, half height steps and lever taps. Minor adaptation and/or reasonable requests will be considered on an individual basis and may be funded by the group if no alternative funding is available.
 - Major Adaptations – more intensive that have been recommended following an assessment by an OT to determine whether or not the adaptation is required and to establish a specification that meets the specific needs of the tenant now, and in the future. This includes items such as wet rooms, level access showers, Closomat toilets, tracking hoists and stair lifts. Tenants, or someone on their behalf, must apply for a Disabled Facilities Grant (DFG) through the Local Authority to fund proposed major adaptations. We will liaise with OTs and tenants to support throughout this process. Alternatively, tenants can fund adaptations themselves. Regardless of funding, The Repairs Manager will review specifications and have final approval before any works go ahead to consider ongoing servicing requirements and implications for the wider property and other tenants.

3. Process

- 3.1 ALL requests for adaptations, should be discussed with the Housing Officer in the first instance.
- 3.2 On receipt of a request for an adaptation, the Housing Officer will:

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- Work in partnership with the Local Authority (LA) and the Care Provider to progress adaptations based on the needs of the tenant.
- If the adaptation is considered above the scope of a minor adaptation or reasonable adjustment, an Occupational Therapist will need to be involved to agree/outline the scope of the works. All requests will be considered on an individual basis and where possible, Hilldale will not unreasonably refuse adaptations.
- Where invasive works are required to a property and where funding is likely to be agreed, the Housing Officer should contact the Head of Property and Development to seek the relevant permissions from the Head Landlord to adapt the property.
- The Repairs and Assets Team should only be notified if minor adaptations are required and will be funded in-house, or where permission has been granted for a major adaptation and further discussions are required around the on-going maintenance of any equipment to be provided.
- This should clearly be logged on the HM system (e.g. warranty periods etc. for on-going maintenance).
- If the Repairs Team are contacted directly, they should forward the request to the Housing Officer in the first instance.
- In the event that the LA funds the works via a DFG grant, they will be responsible for the annual service (for example stair lifts) and any maintenance or replacement work following the 12-month warranty period.
- Once works have been complete, it is up to the Housing Officer and Repairs Team to accurately record details of all adaptations carried out in our properties to enable effective future lettings.
- The Repairs Team will also arrange a post inspection of works.

3.3 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. Transfers

4.1 In some circumstances it may be possible to meet the tenants' needs by asking them to consider moving to another property. For example:

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- Where it would be more cost effective to provide the adaptation in another property or where a property has suitable adaptations.
- Where it is considered likely that the tenant will need to or wish to move to other accommodation in the future to meet longer term housing needs.
- Where the property is under occupied, and there is demand for the property from larger households.

In these circumstances, the option of a transfer will be discussed with the tenant and care team and their views considered before a decision is made. Assistance with the transfer can be provided if required.

5. Refusal of Aids and Adaptations

- Hilldale may refuse a request for a major adaptation on the following grounds:
- The Landlord does not agree to the proposed adaptation in the property
- Where the adaptation is requested in a property that is due for demolition or major refurbishment.
- The property is unsuitable for the tenant, e.g. too large or too small for the household
- The property is unsuitable for adaptation
- Where the request is for the communal parts of buildings
- A suitable, alternative or already adapted property is offered and refused
- The adaptation requested will not meet the long-term needs of the tenant.

6. Reinstatement of existing adapted homes

6.1 Where properties have had aids and adaptations installed the tenant should remove these at the end of the tenancy unless the LA has stipulated it should remain for the benefit of the incoming tenant who has needs that match the adaptations. The tenant will be responsible for the costs of these works, which will be recharged upon the tenant's departure and processed during the termination of the tenancy.

7. Responsibility

7.1 The Board and Senior Managers at Hilldale recognise that managing requests for Aids and Adaptations is a vital service to meet the needs of our tenants.

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- 7.2 The Head of Operations/Head of Property and Development and Head of Asset Management are responsible for ensuring this policy complies with legislative requirements.
- 7.3 The Housing Services Manager, Repairs & Compliance Manager and Housing Officers are responsible for the day-to-day implementation of this policy, and for any appeals that may follow.

8. Equality and Diversity

- 8.1 We value the Equality, Diversity and Inclusion of our tenants and we are committed to promoting equality of opportunity, to ensure all tenants are treated fairly when dealing with any requests for adaptations.
- 8.2 We will ensure that this policy is applied fairly to all 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.
- 8.3 Hilldale will not unreasonably refuse permission for adaptations, however, in the event of an application being rejected, or more suitable accommodation not being available, information will be given in a suitable format, on the right to appeal.

9. Monitoring, review and evaluation

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 and share monthly with the Tenant Committee
- 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 where appropriate, are placed under an annual programme of inspection and servicing.
- 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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10. Related Documents

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:

- Responsive Repairs Policy
- Allocations and Lettings Policy
- Specialised Supported Housing Policy
- Equality, Diversity and Inclusion Policy
- Value for Money Strategy
- Safeguarding Policy and Procedure

11. Legislation and Link to other Documents

11.1 This policy has been written in accordance with relevant guidance and legislation, which includes:

- Equality Act 2010 and its Public Sector duty
- Human Rights Act 1998
- Housing Act 1996
- Data Protection Act 2018
- UK GDPR
- Care Act 2014
- Regulator of Social Housing Consumer Standards:
 - Tenancy Standard
 - Safety & Quality Standard
 - Transparency, Influence and Accountability Standard

12. Document Change History

Version	Date	Change	Owner
1	30/10/2023	New document	Alastair Cooper
2	06/04/2026	Review to ensure compliance with Safety & Quality Standard	Anne-Marie Holyoak

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