



# Aids and Adaptations Policy

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## **Introduction**

Empower Housing Association (EHA) is committed to providing high quality Aids and Adaptations to assist tenants to live independently and safely in their homes for as long as possible, with minimum intrusion or intervention.

This policy will provide clear and concise guidance on how EHA will deal effectively with requests for Aids and Adaptations, either directly or in partnership with the relevant Local Authority (LA).

## **Scope of the Policy**

- To provide clear guidance for EHA's Housing and Maintenance teams and tenants on the way in which we expect requests for Aids and Adaptations in homes owned and managed by EHA to be dealt with.
- Ensure consistency of policy implementation
- To make sure advice, assistance and support is given to any tenants who require Aids and Adaptations in their homes.

## **The Policy**

This policy recognises the different approaches each Local Authority has in administering its statutory responsibilities in terms of funding and delivering Aids and Adaptations.

Where a Local Authority offers a Disabled Facilities Grant (DFG), a grant application will be made by the tenant or on behalf of the tenant.

Permission must be sought from the owner of the property prior to any adaptation taking place so the building owner can assess the reasonableness of the request and consider any tenancy related matters that may influence the decision. This should be reported through EHA.

During the development of new properties EHA will work closely with the incoming tenant and care team, considering all aspects of any aids and adaptations required. A Housing Needs Assessment (HNA) must be completed before the design stage highlighting any possible aids and adaptations required for the tenant. These will be included within the project although funding should always be sought by Local Authority grants.

When minor adaptations are required, such as installing lever taps, these works can be arranged as a tenant recharge. Please refer to the repairs policy for further details.

## **Transfers**

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

- 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 provided if required.

### **Refusal of Aids and Adaptation requests**

EHA 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

### **Reinstatement of existing adapted homes**

Where properties have had aids and adaptations installed the tenant should remove these at the end of the tenancy unless the LA have stipulated it should remain for the benefit of the incoming tenant who have 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.

### **Responsibilities**

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

This policy will be applied across our Housing, Maintenance and Development teams and Managers of each team will have the lead responsibility for ensuring the Policy is applied consistently for our tenants.

### **Related Legislation, Regulation and Codes of Practice**

- Data Protection Act (2018)
- The Regulatory framework for social housing (2012)
- Equalities Act (2010)

- The Care Act (2014)
- Housing Act (1980) and (1995)
- The Human Rights Act (1998)
- Delivering Housing Adaptations for Disabled People: A Good Practice Guide (2006)
- Minor Adaptations without Delay: A Practical Guide & Technical Specification for Housing Associations (2006)
- Social Housing (Regulation) Act 2023
- Regulator of Social Housing Consumer Standards 2024
- Supported Housing Regulatory Oversight Act 2023

### **Related Policies, Procedures and Documents**

- Reasonable Adjustments Policy (Tenants)
- Equality, Diversity and Inclusion Policy
- Void and Letting Management Policy

### **Reporting and Monitoring**

All requests for Aids and Adaptations will be recorded and monitored to ensure compliance with the Policy, to ensure it is effective and to continually improve how we work.

### **Consultation and Publicising Policy**

Managers and colleagues in the appropriate teams have been consulted about this Policy

The Policy will be added to our website so all tenants and those working with our tenants can access the Policy

### **Review**

The policy will be reviewed every three years (or sooner if there is a change in regulation, legislation or codes of practice)

### **Equality Impact Assessment**

An Equality Impact Assessment has been completed for this policy