



Title:	Adaptations Policy
Person responsible:	Asset Manager
Customer consultation arrangement:	Consultation required? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If no, please explain why:
EIA required:	Yes
EIA completed (date):	June 2020
Approved by:	Board
Business Strategy Objective	1. Providing good and cost-effective management of our properties 2. Increasing Portfolio 4. Improving the running of our business
Approval date:	May 2020
Links to other key policies:	Allocations & Lettings, Succession / Assignment, Vulnerable & Special Needs and Complaints, Remedies and Compensation policies.
Review date:	Review every 3 years unless required sooner.

Document management		
Version	Date amended	Amendments
2.0	23/06/20	To include amendments arising from recommendations within the Equality Impact Assessment.

1. Purpose and Scope

- 1.1 This document outlines South Lakes Housing's (SLH) policy for handling requests for adaptations.
- 1.2 It is our policy to assist our tenants in maintaining an independent lifestyle with dignity and remaining in their homes wherever possible by making reasonable adaptations to their homes.

2. Regulatory and Legislative Requirements

- 2.1 This policy complies with the following legislation:
 - Equalities Act 2010 (as amended 2012)
 - Landlord and Tenant Act 1985
 - The Housing Act 2004 (including the Housing Health and Safety Rating System)

2.2 The Equality Act 2010 prohibits discrimination against people with the protected characteristics. Disability is one of the specified protected characteristics. Protection from discrimination for people with disabilities applies in a range of circumstances, including the provision of goods, facilities, and services; the exercise of public functions; premises; work; education; and associations. Only those people with a disability, who are defined as disabled in accordance with section 6 of the Act, and the associated Schedules and regulations made under that section, will be entitled to the protection that the Act provides to people with a disability.

A person has a disability for the purposes of the Act if he or she has a physical or mental impairment and the impairment has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities.

This means that, in general:

- The person must have an impairment that is either physical or mental
- The impairment must have substantial adverse effects
- The substantial adverse effects must be long-term And
- The long-term substantial adverse effects must be effects on normal day-to-day activities.

3. Definitions

3.1 In this policy, we refer to Residents because it only affects people who live in the homes we provide and the landlord functions we deliver.

4. Scope of Policy

4.1 This policy applies to all properties maintained, owned or managed by SLH.

4.2 Leaseholders' and shared owners' property maintenance is not the responsibility of SLH and is therefore outside the scope of this policy.

5. Adaptations Policy

5.1 SLH will ensure that where a tenant requires assistance to live independently all properties will be assessed for suitability and reasonable adaptations are permitted within the property in line with the guidance below.

5.2 Where the cost of adaptation is less than £2000 the adaptation will follow the Minor Adaptation process and may not require the need to consult with an occupational Therapist referral. Examples of minor adaptations are fitting grab rails, additional handrails on stairs, fitting lever taps and removing a single step in an access route.

5.3 Where the cost of adaptation is greater than £2000 the adaptation will follow the Major Adaptation process and the tenant will be referred to an Occupational Therapist for specialist advice and guidance. Examples of major adaptations are ramps, stairlifts, through stair lifts and bath or shower conversions.

5.4 Adaptations will only be considered for permanent residents.

5.5 All applications for adaptations will be assessed based upon:

the cost and extent of works;

- the time it is likely to take to deliver the adaptation(s) proposed;
- the extent of any family or other practical support;
- the suitability of the client's home for adaptation (including the extent of any under-occupation or over-occupation);
- the practicalities of adapting the client's home (taking into account both the site it sits on and its wider location);
- the likely need for future adaptations;
- the availability of, and eligibility for, suitable alternative accommodation; and
- the extent to which the adaptation(s) make appropriate use of the funding available to South Lakes Housing;
- if the works are necessary or appropriate.

5.6 All applications for major adaptations will be considered by the Adaptations Panel. A decision will be made within 60 days of an application being made.

5.7 Where an application is refused the reason for the refusal will be communicated and advice on other options supplied to the applicant.

5.8 Where an adaptation cannot be reasonably made, an alternative property to meet the tenant's needs will be offered where SLH have a suitable empty property as a priority case.

5.9 Where an application for an adaptation is approved minor adaptations will be completed by SLH within 30 days of approval and major adaptations will be completed within 60 days of approval (subject to statutory approvals e.g. Building Regulations approvals).

5.10 All adaptation works will be carried out in a sensitive manner appropriate to the tenants condition.

5.11 Requests to remove adaptations from bungalows or ground floor flats will be refused.

5.12 Major adaptations will maximise the use of Disabled Facilities Grant (DFG) where applicable.

6. Appeals Procedure

6.1 Where an adaptation has been refused, and the tenant is dissatisfied with the decision, they will have the right of appeal. An appeal must be made within 14 days of the decision.

6.2 Where an appeal has been made, the Director of Assets will review the decision-making process and the evidence provided by the tenant and give a final decision.

6.3 All appeals and refusals will be subject to equality monitoring.

7. Maintenance Performance and Performance Monitoring

7.1 Decision records will be recorded and updated on the asset management database and will be retained for three years from the date carried out for

inspection.

7.2 Maintenance performance will be reported to the Senior Management Team on a quarterly basis.

7.3 All SLH customers have a right of complaint about the adaptations service. This is detailed in the SLH Complaints Policy.

8. Service Standards

8.1 SLH's service standards in relation to adaptations are: Wherever possible all adaptations will be completed within the timescales above.

9. Monitoring & Review

9.1 We will use an electronic case management system with reporting facilities, which will enable us to report against a range of performance measures.

9.2 Our performance is reported to SLH's Tenants Committee on a regular basis against SLH's service standards, and through regular performance reports to the management teams.

9.3 This policy will be reviewed by the Board every three years, or where there have been significant changes to regulation or legislation to warrant a further policy review. The policy may also be reviewed sooner where there is a need to address operational issues or where best practice has evolved, and there is a need to incorporate this.