

Doc Number: 3.38		Lead: Manager, Housing Services	Last Full Review: March 2025
Tick one of the below for review/changes made:		Reviewer / Editor: Manager, Housing Services	
Full review and changes made ☒ NEW POLICY (add changes summary to table below)		Changes Approved By: Policies Group	
Full review, no changes made ☐			
Changes made but no full review ☐ (add changes summary to table below)		Reviewed and edited in-line with the Beacon? ☒ Yes ☐ No	

Aids and Adaptations Policy (Tenants)

Document Change Details

Date	Summary of Changes Made
January 2025	Version 01 – Initial Creation
5 March 2025	Final Version 01 – approved by Policies Group

1.0 Introduction

This policy applies specifically to any tenant of a supported housing home, owned, or managed by us, who may require adaptations to their homes due to a disability or specific need. We will support and signpost our shared owners to access adaptations.

It covers all types of adaptations, from minor modifications to major structural changes. An adaptation may be one of several reasonable adjustments we can make.

As a landlord and a social housing provider we have a responsibility, under the Human Rights Act 1998 and Equality Act 2010, to address difficulties that arise for tenants which prevent them from living independently.

The Equality Act 2010 defines who should be considered as disabled and requires us to take account of a tenant's disability, even if this means treating them differently. It places a legal obligation on us to make reasonable adjustments, if requested, to ensure that disabled tenants feel safe and comfortable in their homes.

There is no legal requirement for us to make any changes which would consist of or include the removal or alteration of a physical feature of the property. Even so, we will always aim to work with a tenant to find viable solutions, which could include identifying alternative accommodation.

The Safety and Quality Regulatory Standard requires providers to co-operate with tenants, local authority partners and other relevant organisations to provide a housing adaptations service.

2.0 Purpose

To outline the principles and procedures for managing and delivering property adaptations for tenants with disabilities or specific needs within our supported housing stock.

To understand that tenants' disabilities may mean that adaptations to their property are needed.

To do as much as we can to support adaptation requests so our tenants can remain in their homes and live safely.

To ensure that adaptations are provided in a fair, consistent, and efficient manner, enhancing quality of life, and promoting independence for tenants.

To balance the expectations of tenants needing adaptations with our duty to manage our property portfolio effectively.

To maximise all local authority grants, our own funding, and other available resources for adaptations.

To consider the long-term suitability of adaptations in the context of the property and tenant's future needs

To ensure compliance with legal and regulatory requirements.

3.0 Definitions

Adaptation	Any modification made to a property to make it more suitable for a tenant with a disability or specific need
Minor Adaptation	Low-cost modification such as a handrail, grab rail, or lever tap
Major Adaptation	High-cost modification such as a stairlift, wet room, or structural alteration
Disabled Facilities Grant (DFG)	A grant provided by local authorities to help meet the cost of adaptations

4.0 Roles and Responsibilities

C-Suite	Overall accountability for the implementation of organisational policies
Operational Performance Group	Responsible for: • Ensuring the organisation has appropriate policies, procedures, standard operating procedures (SOP) and guidelines in place for the safe and effective running of the business • Ensuring policies, procedures, SOPs, and guidelines remain in date and holding owners to account where this is not the case • Overseeing the work of the Policies Group
Policies Group	Responsible for: • Reviewing new, or major revisions to policies and procedures • Ensuring the content is workable and proportionate • Supporting the author in implementation and communication • Ensuring policies and procedures align to the Beacon
Managers	Ensuring appropriate application of this policy within their own business area
All Staff	Following the guidance set out in this policy

5.0 Adaptation Requests

Please refer to our [Aids & Adaptations Policy 2-14a](#) and [Aids & Adaptations Procedure 2-14b](#) for tenants living in our supported living properties.

Eligibility

- Tenants or residents with a disability or specific need that affects their ability to live independently and safely in their home.
- Tenants who have a long-term or permanent disability.
- Tenants who have been assessed by a qualified occupational therapist (OT) or other relevant professionals as needing an adaptation.

Tenants can request an adaptation by contacting us by phone, email, or in person to their Housing Officer (HO) or Housing Assistant (HA).

We will seek to identify adaptation needs during home and Annual Tenants Visits (ATVs). Our HAs will ask tenants, as part of our ATV process, if they have a disability that makes it difficult for them to manage everyday tasks and live safely. The HA will explore further with the tenant and will follow the appropriate referral route if a need is identified.

Requests will be split into:

Minor Adaptation: Funded directly by us.

Minor adaptations will generally not exceed £1,000 and can include, but not be limited to the installation of:

- handrails or grab rails.
- shower chairs or commodes.
- ramps which don't require significant building work.
- lockable window openers.
- key safes or keypads.
- push button or lever taps.
- vibrating pillow or strobe lighting connected to the fire alarm.

The cost of the work needed will include the supply and installation of the adaptation.

All requests will be passed to our Moving and Handling Advisor (MHA) who will visit the tenant. They will complete a Risk Assessment together to agree on what aids and adaptations are needed.

Our MHA will make recommendations to our Manager, Property Services (MPS) and Health and Safety Manager, who will consider how the property may be affected.

If approved, an order will be raised by our Property Services Team and the works completed.

We will carry out requests for minor adaptations from an OT, where the work has been assessed as a priority for the tenant (e.g. hand or grab rails). We will aim to complete the work within 6-weeks.

Major Adaptation: Maybe funded through a combination of DFG, other external funding, or our resources. Usually cost more than £1,000 and need significant building work.

They may include, but not limited to:

- installation of a stairlift.
- installation of a ceiling hoist or through floor lift.
- wet room conversion.
- accessible toilet/shower room.

The statutory responsibility for funding major adaptations is the duty of the Local Authority (LA). Our tenants can apply for a DFG through the LA under the terms of the Housing Grants Construction and Regeneration Act 1996.

We will signpost tenants to make an application for major adaptations by way of a DFG, through the local authority or via their GP. We can support them to do this if needed. All requests for major adaptations must be made to us by an OT.

If the LA waiting list is long and the need is urgent, we may look to sourcing an OT.

A DFG normally needs the tenant to remain in their property for at least five years following completion of an adaptation. This can be shorter in certain cases, e.g. if the tenant is terminally ill.

We will review those cases where a DFG is granted but does not cover the full cost of a major adaptation and consider other options such as other grant available, as well as internal funding.

All DFG applications must be passed to our Manager, Property Services (MPS) for consideration. There may be health and safety considerations and planning permission or building regulations approval may be needed.

All approved applications will be returned to the local authority. If approved by them, the work should be completed by their chosen contractor within 12 months.

MPS will review completed adaptations to ensure that the modifications meet the tenant's needs.

Once adaptations work has been completed, the maintenance remains the responsibility of the supplier for the first 12 months. We will become responsible after this period.

6.0 Collaboration

We will seek tenant views on the way we manage aids and adaptations through our Client and Tenant Involvement Lead.

We will ask for feedback from tenants to measure satisfaction and use this to influence future decisions.

We will promote our aids and adaptations service to tenants, for example, through regular articles in our tenant newsletter, through our tenant's handbook and website.

We will work in partnership with local authorities, occupational therapists, and other relevant agencies to assess need and deliver the right adaptations.

7.0 Retaining data

A database of adapted properties, specialist aids and fixed equipment will be kept on our Housing system so that we can facilitate effective re-lets.

8.0 Appeals

A tenant must be provided with the reason (or reasons) when an adaptation request is refused and advised of their right to appeal in writing within 7 days of refusal. The appeal should be sent to the Manager, Housing Services, who will investigate and respond within 10 working days.

Tenants not satisfied with the appeal outcome will be advised of their right to a further review by submitting a Stage 1 complaint.

9.0 Monitoring and Review

This policy will be monitored and reviewed every 2 years, or sooner if there are changes in legislation or operational needs.

10.0 Associated Policy and Procedure

[2.14a Aids and Adaptations Policy](#)

[2.14b Aids and Adaptations Procedure](#)