

	MAINTENANCE & ASSET MANAGEMENT	Aids and Adaptations Policy
	Providence Row Housing Association	VERSION: 1

Aids and Adaptations Policy

1.0 Introduction

1.1 This policy outlines our approach to providing aids and adaptations for residents with disabilities or mobility challenges. Our aim is to support independence, dignity, and safety in the home environment.

1.2 We are committed to enabling residents to live independently in their homes and communities by providing appropriate and timely adaptations, subject to assessment and resource availability.

1.3 This policy aligns with and complements the following related policies:

- Responsive Repairs Policy
- Equality, Diversity and Inclusion Strategy
- Lettings Policy
- Rehousing Policy
- Void Management Policy

2.0 Scope and Eligibility

2.1 This policy applies to all properties owned or managed by PRHA, including general needs and supported housing.

2.2 It covers both minor and major aids and adaptations for residents who:

- Have a long-term physical or mental impairment as defined under the Equality Act 2010.
- Have had their needs assessed by a qualified medical or social care professional.

2.3 Eligibility is determined based on individual need, property suitability, available funding, and alignment with best value and safety principles.

3.0 Definitions

3.1 **Aids and Adaptations:** Modifications to a property to assist a resident with a disability to live independently.

Effective Date 5th June 2025	Review Date: 10 th March 2026
Approved by PRHA Board SLT: 2 nd April 2026	File No: MP47

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- **Minor Adaptations** (costing up to £2000): e.g., grab rails, lever taps, threshold ramps, moving doorhandles, power sockets
- **Major Adaptations** (costing over £2000): e.g., stairlifts, level access showers, wet rooms, low level kitchens.

3.2 **Disability:** As defined by the Equality Act 2010, a substantial and long-term impairment that affects day-to-day activities.

3.3 **Occupational Therapist (OT):** A healthcare professional registered with the Health and Care Professions Council (HCPC) who assesses the functional needs of individuals in their home environment.

3.4 **Disabled Facilities Grant (DFG):** A means-tested grant provided by local authorities to fund eligible major adaptations.

3.5 **Home Improvement Agency (HIA):** An organisation offering advice and support to older and disabled people needing property adaptations.

3.6 **Defect Liability Period:** A set period post-construction during which the developer is responsible for remedying defects.

4.0 Our Approach

4.1 Minor Adaptations

- Requests may come from OTs, GPs, hospital professionals.
- A fast-track process is in place with a target completion within **30 working days** of approval. In extenuating circumstances where delays occur due to extenuating circumstances, open communication will be maintained with the resident and all stake holders advising on works progress and deadlines. Emphasis is based on completing the works in the shortest time possible.
- Requests must include supporting medical or professional evidence.

4.2 Major Adaptations

- Only accepted following an OT assessment and recommendation.
- Referrals must come through social services or a local authority-appointed OT.
- Residents must apply for a DFG. Support in making this application is available.
- We will collaborate with local authorities to deliver a solution that balances resident needs, cost-effectiveness, and technical feasibility.

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4.3 Alternative Options

- Residents may be offered an internal transfer to a more suitable or pre-adapted property instead of adapting the current home.
- We may prioritise transfers where major adaptations are structurally impractical or cost-prohibitive.

4.4 Inspection, Repairs, and Maintenance

- All major works (£2000+) are inspected post-completion and followed up for resident feedback.
- Repairs are conducted on all adaptations unless the installation is still under a defect liability period.
- Servicing for items like stairlifts after the warranty may incur a reasonable charge once warranties expire.

4.5 Record Keeping

- We maintain a live register and retain all major adaptations to support asset management, voids, and lettings.

4.6 Use and Retention of Adaptations

- Adaptations are retained when a property becomes void unless uneconomical to repair.
- Major adaptations co-funded by local authorities are retained for at least five years unless the resident passes away.

4.7 Decision-Making and Appeals

- Requests may be declined due to structural limitations, disproportionate cost, or health and safety risks.
- A written explanation will be provided for all rejections.
- Residents may **appeal decisions** via the Complaints and Appeals Procedure.

4.8 Temporary Adaptations

- Temporary adaptations are not provided.

4.9 Communal Areas

- Requests for adaptations in shared spaces are assessed individually.
- Resident consultation is undertaken where changes may impact others.
- Particular care is taken in supported housing schemes.

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5.0 Customer Experience and Engagement

5.1 Residents are informed of progress at every stage of the process.

5.2 Satisfaction surveys are issued following all completed works.

- Results are monitored quarterly and reported annually.

5.3 All policy documents, application forms, and surveys are available in accessible formats and multiple languages upon request.

6.0 Equality, Diversity and Inclusion

6.1 We actively monitor service access and outcomes across all protected characteristics.

6.2 We use anonymised data to improve service reach and quality, especially for underrepresented or marginalised groups.

6.3 All decisions are made in line with the Equality Act 2010 and our EDI Strategy.

7.0 Legal and Regulatory Compliance

- Equality Act 2010
- Building Safety Act 2022
- Fire Safety Act 2021
- Housing Health and Safety Rating System (HHSRS)

7.1 This policy is reviewed annually and updated to reflect legislative changes and best practice.

8.0 Responsibilities and Governance

8.1 The Assistant Director of Resident Services is accountable for policy delivery.

8.2 Operational oversight lies with the Property and Resident Services Teams.

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8.3 Key decisions are reviewed quarterly by the AD Resident services comprising housing, asset, and resident engagement representatives.

8.4 An annual audit of adaptations is reported to the Board within the Building safety report.

9.0 Monitoring and Review

9.1 KPIs include:

- Average completion time for minor and major adaptations
- Resident satisfaction scores
- DFG success rates

9.2 The policy will be reviewed annually or following significant legislative changes.

Approved: [Insert Date] Review Due: [Insert Date + 2 Years]

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