



Havebury Homes

Aids and Adaptations Policy

HS 019

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Relevant corresponding Policy <i>(procedures only)</i>	N/A		
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Author <i>(Document Owner)</i>	<i>Assistant Director of Asset Management</i>		
Accountable Director <i>(Relevant ED)</i>	<i>Director of Operations</i>		
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	JNC	N	N/A
	Other	N	N/A
Equality & Diversity Impact Assessment Outcome	Positive outcome from assessment completed in June 2025.		
Legal Advice (inc date)	-		

1 Responsibility

The Resident Experience Committee is responsible for approval and oversight. Our director of operations and delegated team members are responsible for delivery.

2 Definitions

The Equality Act 2010 states that:

A person has a disability if:

- *They have physical or mental impairment*
- *The impairment has a substantial and long-term adverse effect on their ability to perform normal day-to-day activities*

'Substantial' means more than minor or trivial.

'Long term' means has lasted or is likely to last for at least 12 months (there are rules in the Act covering recurring or fluctuating conditions).

Normal day-to-day activities include everyday things like washing, eating, walking and going shopping.

3 Aims and Objectives

- 3.1 To provide an efficient aids and adaptations service that makes good use of money and resources, helping residents with disabilities or physical needs.
- 3.2 To help residents live safely and more independently by adapting their current home or supporting them to move to a more suitable home.
- 3.3 To provide an accessible, customer-focused adaptations service that keeps residents informed, involved and offers choice whenever reasonably possible.
- 3.4 To make the best use of our homes and available resources to provide flexible housing solutions that offer good value for money.
- 3.5 To make sure we meet our legal requirements and follow good practice guidelines.
- 3.6 To work with partner agencies, as appropriate, to deliver the service

4 Policy Statement

- 4.1 We will set aside a budget each year to carry out aids and adaptations in our homes to support residents.
- 4.2 We will consider all suitable options to meet the needs of residents with disabilities and vulnerabilities, including offering an alternative home that is already adapted where appropriate.

5 Legislation and Regulation

- The Chronically Sick and Disabled Persons Act 1970 (sections 1&2)
- S.23 of the Housing Grants Construction and Regeneration Act 1996
- Equality Act 2010 Social Housing (Regulation) Act 2023

6 Policy Detail

6.1 Major adaptations are usually those that cost more than £1,000 in total. These can include, but are not limited to, wet rooms and access ramps. We are not required to make changes to the structure or outside of a home.

6.2 We will consider major adaptations to our homes where there is a clear recommendation from a qualified professional. This professional will usually work for the local authority(council), the Health Authority, or one of their approved partners.

6.3 Before any work is carried out, we will carefully look at the following:

- a. Whether the home is suitable for the proposed changes. In some cases, it may not be possible to carry out the work due to high costs, the layout of the home, or planning or building regulation requirements. Appendix A explains the types of work we may be able to consider.
- b. Whether the adaptation would mean that a bedroom can no longer be used. If this happens, we may need to reclassify the home under our bedroom size policy. This could affect how the home is managed and the rent charged.
- c. Whether it is appropriate to carry out adaptations if the resident has chosen to move from a home that was already adapted. For example, through a, mutual exchange or another move.
- d. Is there another suitable home available that already meets the residents' assessed needs. If appropriate adapted accommodation is available elsewhere and taking the residents' circumstances into account. Where suitable, we may also arrange a managed move. This is particularly relevant where level-access showers are being requested in homes that are not ground-floor flats or bungalows.)

6.4 **How decisions are made**

All applications follow a clear and structured review process. The supervisor responsible for Aids and Adaptations will make the initial decision. If a resident appeals this decision, the application will be reviewed by a management group, which includes the head of asset management, the supported manager, and any other relevant managers depending on the details of the case.

6.5 Minor adaptations are small changes that cost less than £1,000. These can include items such as grab rails,

6.6 Requests for minor adaptations may be made directly by the residents, or on their behalf by any authorised representative.

6.7 **Prioritisation**

6.7.1 We normally deal with applications in the order we receive them. However, we understand that some situations are more urgent, and in some cases, we may need to prioritise or fast-track work based on need.

6.7.2 Where we are expected to cover the cost of the adaptation, and the available budget may not be enough to meet all requirements within the financial year, we will consider the following to make sure our limited funds are used fairly and effectively.

- a. whether there are suitable alternative facilities available close to the resident's home. For example, if a request is made to replace a bath with a shower in a supported living scheme, the application may be delayed if appropriate specialist facilities are already available within the scheme.
- b. How long has the referral taken to reach us, to help ensure waiting times are fair for all residents.
- c. How urgent the request is, and whether there is a clear reason to prioritise the application based on need rather than the date it was received.

6.7.3 We aim to spend our full annual budget on aids and adaptations each year, However, if demand is higher than the budget allows, some applications may be delayed. If this happens, we will explain the delay and the reasons for it. We will also talk with residents about whether there are any alternative options or other funding arrangements that could be explored.

6.8 **Under-occupation**

6.8.1 To make sure residents' individual needs are met, while also making the best use of

our homes to support the wider housing needs, we have agreed to the following approach with local councils.

- a. If a household requesting an adaptation is living in a home with more bedrooms than they need, the Occupational Therapist (OT) or Havebury representative visiting the home will provide advice. This will include information about adaptations to the current home, as well as information about the option of moving to a more suitable home.

- b. We will offer both financial and practical support to households who are under-occupying and choose to move to a more suitable home.
- c. We will visit the residents to discuss the support available for moving, and to explain what adaptations (if needed) would be carried out in the new home.
- d. We will work with local authority choice-based lettings schemes to help find suitable alternative homes. Suitability will be based on the resident's physical needs, as well as any reasonable location needs, such as access to schools, work, family or social support networks.
- e. We will make every reasonable effort to secure suitable alternative accommodation. Each case will be reviewed every three months to ensure that all possible options are being explored by all local housing providers, not just our homes.