



**Funding**  
Affordable Homes  
Housing Association Ltd

Aids and Adaptations

16.06.2025

Next review due: June 2027

*This document is available in alternative format, for example easy read, on request.*

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## **1. Introduction**

- 1.1 This policy sets out Funding Affordable Homes Housing Association's (FAHHA) approach to the provision of aids and adaptations in our existing housing stock where FAHHA is the landlord of the property.
- 1.2 The purpose of this policy is:
  - To meet the needs of those people who need housing, whilst making sure that FAHHA's properties are let as quickly as possible;
  - To make the best use of stock and to promote, achieve and maintain sustainable and balanced local communities; and
  - To make the process of letting properties efficient, effective and to give reasonable preference to those in priority need.
- 1.3 This Policy applies to residents living in FAHHA's Social and Affordable Rented properties.

## **2. Policy Aims**

- To ensure the reasonable needs of disabled and/or elderly customers are prioritised and met accordingly, subject to the provision of available funding;
- Clarify eligibility requirements;
- Set out the criteria by which FAHHA will assess all requests;
- Clarify funding routes including statutory Disabled Facilities Grants Aids and Adaptations Policy;
- Balance the expectations of customers requiring adaptations with FAHHA's duty to manage its property portfolio effectively; and
- Ensure compliance with legal and regulatory requirements and adopt best practice guidance where it is prudent to do so.

## **3. Policy Scope**

- 3.1 Tenants of any age can apply for an adaptation for themselves or members of their household, but there must be a proven need. If a tenant or someone in their household is older, disabled, or less able to manage personal and domestic tasks, or if their carer's own health is at risk from assisting, then an adaptation may be of benefit.
  - 3.2 All initial requests for adaptations will go through FAHHA's Managing Agent.
  - 3.3 FAHHA will not be able to progress requests in the following circumstances:
    - Where there has been a serious breach of tenancy;
    - Undertaking adaptations to alleviate overcrowding;
    - Installing equipment that is unsuitable or impractical;
    - Installing equipment in homes that we are planning to sell or demolish;
    - Allocating homes that are unsuitable for a customer's needs; or
    - Installing aids and adaptations in homes where there is a live application for the Right to Buy or Right to Acquire Schemes.
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- 3.4 Sometimes it may not be possible to approve the customer's requests due to the unsuitability of the home to accommodate the work that is required. In these circumstances FAHHA will do all it can to help the customer to find a more suitable home.
- 3.5 Where a Right of Succession applies and the property has adaptations or is otherwise unsuitable for the person wanting to succeed to the tenancy (subject to eligibility criteria being met), FAHHA will seek to make reasonable offers of alternative accommodation.
- 3.6 If there is failure to reach agreement on alternative accommodation FAHHA may seek to gain possession of the property using grounds 9 of the Housing Act 1988 but each case will be reviewed on its merits.

#### **4. Minor Adaptations**

- 4.1 Where works are under £500, we do not consider it a good use of resources for local authority Occupational Therapist (OT) and therefore will accept a self-referral from the tenant or their representative. This will be restricted to only one self-referral per client per annum. Thereafter, an OT referral will be required to enable a holistic assessment of the individual's needs.
- 4.2 A strict annual budget will be set for small adaptations and works will be done on a first come first served basis. Minor adaptations may include any of the following (not exhaustive list)
  - Grabrails;
  - Mop stick handrails;
  - Plinth for WC;
  - Lever taps;
  - Steps;
  - Key safes;
  - Silent bells; and
  - Visual smoke alarms.
- 4.3 A strict annual budget will be set for small adaptations and works will be done on a first come first served basis.

#### **5. Major Adaptations**

- 5.1 Where the request is for the installation of major equipment and adaptations or where the estimated cost exceeds our threshold of £500 then the customer will be required to make a direct claim to the relevant local authority for the works to be carried out through the Disabled Facilities Grant scheme (DFG). Under the DFG scheme the local authority will be required to seek the approval from FAHHA to undertake the works, or FAHHA will arrange for the work to be undertaken. In either case consent shall not be unreasonably withheld.
  - 5.2 This is a means tested grant which means that customer may have to contribute towards of the costs of the adaptations.
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5.3 Types of major works include the following: (non-exhaustive list)

- Stair lift;
- Hoist;
- Lowered kitchen; and
- Walk in/Flush floor Shower.

## **6. Prioritisation**

6.1 This will depend on the type of adaptation. All requests are given priority according to size, urgency and cost. Hospital discharge will always be given the highest priority.

## **7. Maintenance Repairs and Service Charges**

7.1 FAHHA will maintain and service all equipment and adaptations covered by this policy which have been installed by FAHHA or through the DFG scheme. Sometimes we will need to charge for this through a service charge. We will also replace such equipment at the end of its useful life subject to confirmation of a continuing requirement and the availability of further funding; for example, if the original adaptation was paid for by a DFG the customer will normally be required to seek a further DFG.

## **8. Monitoring**

8.1 Where a managing agent is carrying out the housing management service on behalf of FAHHA and FAHHA is the landlord, FAHHA will ensure that the managing agent is following this procedure and applying for the correct authorisation prior to arranging for any adaptations to take place.

8.2 FAHHA will carry out quarterly monitoring meetings at which point this policy and procedure guidelines will be reviewed.

8.3 This policy will be reviewed every 3 years unless legislation or other changes requires otherwise.

## **9. Legal Context**

- Equality Act 2010
- Care Act 2014
- Housing Grants, Construction and Regeneration Act 1996
- Regulator of Social Housing Consumer Standards 2024

## **10. Related Policies**

- Data Protection
  - Equality and Diversity
  - Complaints
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<b>Date of Board approval</b>	<b>Date of Review</b>
01.05.2024	16.06.2025 - minor amendments previously approved by way of G&CC Chair's action ratified by G&CC

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