



AIDS AND ADAPTATIONS POLICY



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Aids and Adaptations Policy

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Purpose: To serve as a declaration of Accent's intent and commitment to provide a high-quality aids and adaptations service, to ensure a good quality of life and an improved level of safety and independence within customers' homes.

Contents

1. Introduction.....	4
2. References.....	4
3. Requirements.....	5
Minor Adaptations.....	5
Major Adaptations.....	5
Approval of major adaptations.....	6
Maintenance & repairs.....	6
Lettings and transfers.....	6
Complaints.....	6
4. Responsibilities.....	6
5. Summary.....	7

1. Introduction

Accent are a housing association that works to improve people's lives. We exist to provide individuals and their communities with the service and support they need to aspire to better living. In doing so, we ensure that the decisions we make constitute excellent customer service, impeccable service standards, and represent value for money.

This policy document sets out the guiding principles with regard in providing adaptations to properties under the Equality Act 2010. Accent has a duty of care to make reasonable adjustments to a property where a customer is at a disadvantage due to disability. Accent aims to ensure the wellbeing of customers and allow them as best as possible to manage within their day to day lives.

Typical adaptations include, but are not limited to:

- Adapted kitchens
- Grab rails
- Ground floor bedrooms & bathrooms
- Level access showers
- Ramped access
- Stair lifts

2. References

Accent are committed to providing a high-quality adaptations service. In achieving this we will comply with all relevant legislation and regulations.

The following list sets out the key legislation and requirements:

- The Housing Grants, Construction and Regeneration Act 1996
- The Equality Act 2010
- Delivering Housing Adaptations for Disabled People 2013
- Landlord and Tenant Act 1985
- The Housing Act 2004

Associated Documentation

The following documents can be found in the [Corporate Library](#).

- Aids and Adaptations Procedure
- Aids and Adaptations Guidance
- Allocations & Lettings Policy and Procedure
- Complaints and Compensation Policy
- Responsive Repairs and Voids Repairs Policy
- Responsive Repairs Guidance
- Equity Diversity and Inclusion Policy

3. Requirements

To enable Accent to provide a transparent, fair and accessible service to facilitate the provision of adaptations to our homes, we will:

- Assess all requests individually.
- Ensure timely information and advice is communicated following a request.
- Consider alternative housing options where a home cannot be adapted.
- Build and maintain strong relationships with local authorities and other external partners.
- Ensure legal and regulatory requirements are met in the provision of the adaptations service.

Minor Adaptations

Minor adaptations are those usually costing less than £1000 in value and are covered by Accent through its responsive day to day repairs service. These can cover:

- Alteration to sockets or switch heights
- Handrails to WC and Bath
- Internal Grab Rails / bannister rails
- Lever Taps
- Half steps

All requests for adaptations must be accompanied by an Occupational Therapy Assessment Report.

Major Adaptations

Major adaptations are larger and more complex works, usually costing between £1000 and under £30,000 and again require an Occupation Therapy Assessment Report. These often require changes to the structure or layout of a property and works are undertaken at Accent's discretion. These can cover:

- Level access showers
- Ramp Access
- Stairlifts
- Adapted bathrooms or kitchens

Accent has arrangements with the local authorities in which our properties are situated, to allow, facilitate and carry out major adaptations. Procedures and timescales will vary according to the individual Local Authority involved.

Our customers may apply for Disabled Facilities Grants to fund these adaptations. Any decisions regarding Accent's funding or contribution will require appropriate approval by the Head of Property Services or Director of Assets & Compliance.

Customers are able to fund their own adaptations and will be required to submit an application for Accent's approval as per our home improvement procedure.

Accent will not carry out repairs to these installations and customers are expected to arrange and/or carry out any servicing or and maintenance.

Accent will not unreasonably withhold approval for any adaptations, however, retains the right to refuse if:

- We have served a Section 21 notice or started action to take possession of a property.
- Geographical or technical issues render the adaptation impractical.
- The adaptation is more than is reasonably required.
- The property is under occupied.

Approval of major adaptations

As part of the approval process, Accent will investigate the suitability of the proposed adaptation and whether a customer's needs can be met in other ways such as supporting a transfer to a more suitable property. Particularly with larger scale adaptations, Accent will need to exhaust all other available options before approving these works.

Maintenance & repairs

Accent will carry out repairs to adaptations following the expiry of any warranties. In addition, Accent will carry out regular servicing for certain items such as:

- Stair lifts
- Through floor lifts
- Wash/dry WCs

Lettings and transfers

Accent will keep a record of adaptations to our properties. When an adapted property becomes available to let, Accent will seek to allocate this property to an applicant or existing customer with matching needs, where appropriate.

Additionally, if an adaptation request can be managed by transfer to an available adapted property, this will be offered to and discussed with the customer. Appropriate support with the moving process will also be discussed and made available where applicable.

Complaints

If a customer is not satisfied with the service received, they may make a complaint as per Accent's Complaints and Compensation Policy.

4. Responsibilities

The Chief Executive has overall responsibility for the policy and its related procedures.

The Chief Operating Officer is responsible for ensuring that the principles within this policy are communicated and understood by all within the directorate.

The Director of Assets and Compliance is accountable for the implementation and delivery of this policy. Additionally, the Director of Assets and Compliance is responsible for ensuring adherence to this policy and for developing procedures that will deliver the policy principles.

The Aids and Adaptations Coordinator is responsible for overseeing the day-to-day delivery.

The Aids and Adaptations Coordinator is responsible for the administration and coordination of all aids and adaptation applications.

5. Summary

This policy document acts to serve as a declaration of Accent's intent and commitment to uphold its statutory duty of care to its customers. The arrangements for ensuring providing Aids and Adaptations within Accent properties is detailed in the document set that supports this policy.

These Processes, Procedures and Specifications detail Accent's operational protocol and are listed in the references section of this policy document.