

THE ASSOCIATION HOUSING ASSOCIATION

DOCUMENT CONTROL		
Policy name:	Aids and Adaptation Policy	
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Customer facing:	Yes	

1. Introduction

- 1.1 Tuntum Housing Association ('The Association') fosters inclusive and supportive communities where all residents can thrive. Central to this commitment is our unwavering focus on promoting choice and enabling independent living for individuals with disabilities, both existing residents and prospective applicants.
- 1.2 This Aids and Adaptations Policy outlines our approach to providing a fair, responsive, and accessible service that empowers individuals to live comfortably and safely within their homes.
- 1.3 Recognising that adaptations can significantly enhance the quality of life and promote independence, The Association is committed to taking reasonable measures to meet the diverse needs of our residents. This policy sets out the framework for how we will:
- 1.3.1 Deliver a fair and accessible aids and adaptations service: We will ensure that our processes are transparent, efficient, and responsive to individual needs, considering each resident's unique challenges.
 - 1.3.2 Optimise the use of adapted properties: We will strive to maximise their availability, ensuring they are allocated to those who need them most.
 - 1.3.3 Foster collaborative partnerships: We will work closely with external agencies, including local authorities, healthcare professionals, and specialist organisations, to ensure a holistic and coordinated approach to delivering aids and adaptations.
- 1.4 Promote accessibility for all customers: We are committed to removing barriers to our services, whether perceived or actual and will actively seek alternative access and service delivery methods to ensure inclusivity.



1.5 This policy reflects The Association's commitment to equality, diversity, and inclusion and our dedication to creating homes and communities where everyone can live with dignity and independence. We aim to ensure that this policy is implemented consistently, fairly, and with the utmost respect for the individual needs of our residents.

2. Policy statement and aims

2.1 The Association aims to provide a high standard of service for its customers and is committed to meeting the needs of the Association tenants for independence, privacy and dignity.

2.2 The Association is committed to supporting those who wish to continue living in their homes, who are vulnerable, disadvantaged or have special needs by making any necessary alterations and adaptations reasonably practicable, with the minimum possible intrusion or intervention.

2.3 This policy aims to ensure that:

2.3.1 Applications for aids or adaptations will be considered fairly across The Association.

2.3.2 The Association demonstrates its commitment to maintaining tenants' independence by providing funding for minor adaptations and not unreasonably withholding permission for tenants to carry out major adaptations where they have secured funding from other sources, i.e., through the Local Authority Disabled Facilities Grant.

2.3.3 The implementation of this policy will be achieved through the consistent application of the aids and adaptation procedure.

3. Legislation or regulatory requirements

- Housing Grants, Construction and Regeneration Act 1996
- The Equality Act 2010
- The Care Act 2014

4. Scope

4.1 The Policy applies to all properties owned and managed by The Association (subject to budgetary constraints and suitability of requests). The Policy does not apply to leaseholders, market rent properties, shared ownership properties or properties for outright sale.

5. Definitions:

5.1 Aids and adaptations are equipment or special fixtures and fittings that may improve access to a tenant's home, mobility in and around it, or help with daily living. In such circumstances, the Association will review the request for aid or adaptation and deal with it fairly and effectively

6. Roles and Responsibilities

6.1 The Housing Service Manager is responsible for ensuring this policy is implemented.

6.2 The Housing Services/Specialist Housing Team is responsible for ensuring that the Building Surveyor is notified of any aid and adaptation requests from tenants, and they help tenants if they need to apply for a grant.

6.3 The Building Surveyor provides technical support to the tenant and the Housing Services/Specialist Housing Team. The Building Surveyor is also responsible for carrying out all minor aids and adaptation works as defined by The Association

6.4 The Customer Services Team is responsible for updating and maintaining the Association's IT management system, recording aids and adaptations, and providing accurate information to tenants regularly and on request.

7. Policy

7.1 Aids and Equipment

- Local Authorities provide aids and equipment through their equipment loan services. The service provides equipment 'on loan' to people who are elderly, ill or have a disability. Equipment is offered following an assessment of need, which will be carried out by a recognised professional such as an Occupational Therapist.

7.2 Examples of aids and equipment include:

- Environmental Controls;
- Induction Loops;
- Connection to telephone providers;
- Shower or Commode chairs;
- Transfer boards or mats;
- Specialist WC seats;
- Specialist furniture;
- Removable bath insert.
- Stairlifts

- Ceiling tracking hoists
- Through floor lifts
- Powered and non-powered Wheelchairs and
- Specialist call systems

7.3 The Association will not meet the initial or ongoing maintenance or servicing costs of the aids or equipment.

7.4 Where possible, tenants will receive advice and support to assist them in seeking an assessment from relevant agencies.

7.5 Adaptations

7.5.1 Adaptations are generally fixed items or alterations to a property's physical structure or components that would assist the tenants.

7.6 The Association classifies adaptations into the following two categories:

7.6.1 Minor Adaptations:

- A fixture which costs less than £500 plus VAT. The Association will fund the cost of these works directly where an adequate budget is provided at the time of application.

7.6.2 Minor adaptations will generally be carried out within 90 days of receiving the request and following the recommendations from an Occupational Therapist assessment, which must accompany any such request.

7.6.3 Minor adaptations include (list is not exhaustive):

- Handrails;
- Grab Rails;
- Lever taps
- Silent bells
- Visual smoke alarms
- Plinth for WC

7.6.4 Major Adaptations

- Regarding major adaptation requests (those above £500 plus VAT), tenants will be advised to apply to the relevant Local Authority for a Disabled Facilities Grant (DFG) or, where appropriate, to other relevant external agencies for assessment.

- DFG is the main form of assistance available from the Local Authorities to allow a person to live independently or to be cared for at home.
- The Grant, although mandatory and set out in sections 19-24 of the Housing Grants, Construction and Regeneration Act 1996, is subject to a test of financial resources.

7.6.5 The local authority and Occupational Therapist are responsible for assessing and making any applications for funding on behalf of the tenant.

7.6.6 Major adaptations can only be carried out once approval has been provided/granted by The Association.

7.6.7 The tenant should request to carry out a major adaptation to The Association and include all the relevant information regarding the details of the adaptation, including the Occupational Therapy Assessment.

7.6.8 In situations where a major adaptation request is received and where the tenant requests to fund the additional cost of the adaptation over the £500 threshold themselves, where there is adequate budget at the time of the application for The Association to meet the £500 contribution, the request will be approved.

7.7 Making the best use of our stock

7.7.1 To maximise resources, The Association may not support a request for an adaptation where appropriate alternative accommodation has been identified, which may better suit the customer's identified needs.

7.7.2 The Association reserves the right to refuse significant adaptations where:

- A reasonable alternative property is available or is likely to become available soon.
- When we feel the proposed works are inappropriate for the property concerned and may devalue the asset.
- The proposed adaptation may affect the ability to let the property in the future.
- Any adaptation would compromise the health and safety of others.

7.7.3 Where consent for an adaptation is refused, the tenant can appeal by writing to the Head of Asset Management and Compliance.

7.8 Maintenance, Repairs and Service Charges



7.8.1 The repairs, maintenance or servicing of aids and adaptations are the tenant's responsibility.

7.8.2 When an item of equipment becomes uneconomically viable to maintain (due to age or condition) and requires replacement or removal, tenants will be referred to the relevant Local Authority to apply for DFG funding.

7.9 Reinstatement of Existing Adapted Homes that become void.

7.9.1 Where properties with major adaptations become void, The Association will generally advertise the property as being adapted, and applicants with needs that match the adaptations would be given priority (and standard choice-based lettings criteria would apply).

7.9.2 The Association reserves the right to remove the adaptations if this is viewed as the best use of its resources to meet local housing needs or to match the property to a household requiring the specific adaptations.

8. Monitoring, including audit and review

8.1 Policy Dissemination

We will:-

- Make the Aids and Adaptation Policy readily available to all stakeholders, including customers, staff, and contractors.
- Provide clear instructions on how to access and understand the policy.
- Ensure the policy is easily accessible on the Association's website.

8.2 Review and Updates

We will:-

- Establish a regular review process to assess the effectiveness of the Aids and Adaptation Policy.
- Identify areas for improvement and make necessary updates to ensure ongoing compliance and relevance.
- Seek feedback from residents, staff, and contractors to inform the review process.

8.3 Evaluating and Reporting

We will:-

- Conduct periodic evaluations to measure the success of the policy implementation.
- Collect data on compliance rates, resident satisfaction, and security incidents.
- Prepare regular reports for the board of directors and senior management.
- By following this implementation strategy, the Association will ensure that the Aids and Adaptation Policy is effectively implemented, contributing to a safe, secure, and resident-focused environment.

9. Equality Impact Assessment

9.1 Tuntum Housing Association is committed to Equality, Diversity and Inclusion and will make reasonable adjustments to the policy to recognise, accommodate and support individual needs where needed. This Policy adheres to the Association's approach to Equality and Diversity. All staff members will take a proactive approach to ensure that no individual or group is discriminated against or treated differently as a direct or indirect result of this Policy.

10. References

RELATED EXTERNAL DOCUMENTS	
Reference	Link to reference
RELATED INTERNAL DOCUMENTS	
Reference	
Aids and Adaptations Procedure The Association Tenancy Agreements Maintenance Policy and Procedure Allocation Policy Mutual Exchange Policy	

11. Contacts

Below is a list of key contacts who can provide support, guidance, and access to relevant information.

- For all tenancy-related and tenant matters - General Housing Team
generalhousingteam@tuntum.co.uk
- For all property-related matters - Asset Management assetmanagement@tuntum.co.uk
- For general enquiries – Customer Services Teams admin@tuntum.co.uk



Policy changes	
Policy version	Proposed changes