



Aids & Adaptations

Policy

Document Title	Aids & Adaptations Policy
Version number	1
Version date	
Author Title & Issuing Department	Laurence Short Asset and Assurance Manager
Target Audience	Staff with in EMH property services.

Approved By	
Date Approved	
Review Date	

Links to Regulatory Standards – Economic/ Consumer Standards	<p>Major / Minor adaptations</p> <p>Registered providers shall meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes.</p> <p>Tenant Involvement and Empowerment Standard - Customer service, choice and complaints</p> <p>Registered providers shall provide tenants with accessible, relevant and timely information about the adaptation service.</p>
Outcomes for Customers	To achieve independence in they're home.
How were tenants, residents and service users involved in the review/development of this document	Scrutiny panel were involved and recommendations were taken on board and added within the policy.
Training Provision	The head of service will be responsible for cascading the policy to their teams
Links to the Business Plan	
Links to Key Values	<p>Openness: This policy sets out the reasons home loss and disturbance payments may be made, including the Statutory requirements under legislation.</p> <p>Accountability: The policy sets out the responsibilities of the teams across emh who are involved in administering our approach.</p> <p>Clarity: The policy clarifies the circumstances when payments are discretionary or not; and clarifies the compensation amounts payable and under which circumstances.</p>

Version Control



Version	Revision Date	Author: Job Title	Change Description
1	14/12/2021	Asset and Assurance Manager	



1. Introduction.

Emh group recognise the need for, and the risk posed with the requirement for aids and adaptations. Therefore, we are committed to maintaining the health and safety of all our tenants and to assist with achieving independence where required.

Following any installation of adaptive equipment Emh will ensure the work is of a required standard and will pick up any future responsibility for the service and maintenance required for said equipment.

Emh group is committed to ensuring that aids and adaptation related activities are conducted and carried out to current legislation, associated regulations and the highest standard of workmanship ensuring that they provide a quality service, safe environment to customers and employees.

2. Definitions and Scope

Emh group has no legal obligation to provide aids and adaptations however we will make available a proportion of the budget each year for expenditure on aids and adaptation work.

However, when undertaking adaptation works emh will adhere the guidance provided by the DFG guidance document as well as adhering to the Equality Act 2010.

All adaptive works will have been of a recommendation from an Occupational therapist assessment.

Emh group will also work in partnership with local authorities to meet their obligations in respect of aids and adaptations and offer a 50% contribution to a maximum of £5000.

In some types of property, emh will not make adaptations in line with our aids and adaptations procedures and customers will be made aware of these exceptions.

No adaptations will be carried out to facilitate mobility scooters, for example gate or path widening.

3. Specifics of the Policy

This section deals with how the following aspects of the policy are delivered.

- Budget
- Promotion of the service
- Requests for minor adaptation works
- Requests for major adaptation works
- Re-housing as an alternative
- Adapted Property Register and best use of stock
- Property type and tenure
- Rent and service charge implications
- Customer satisfaction
- Monitoring



3.1 Budget

Emh group will evaluate each financial year the level of funding to be allocated for aids and adaptations work. The expenditure will then be monitored and the budget reviewed as necessary.

3.2 Promotion of the service

Emh group will ensure that the availability of the service is actively promoted to emh residents and that good quality advice and guidance about the options available is offered.

3.3 Requests for Minor Works

Minor adaptations can be requested by another agency – often Adult Social Care, a General Practitioner or self-referral by the resident. Minor adaptations (as outlined in emh group's aids and adaptations procedures) will be assessed on an individual basis by our Asset & Compliance Team or Our Customer Services Centre.

3.4 Request for Major Works

Major works are adaptations which meet the criteria outlined in emh homes' aids and adaptations procedures. These works will be considered following a recommendation made by an occupational therapist assessment. Following this assessment, a formal request will then be made to the Asset & Compliance Team.

Emh support and assist tenants as necessary through the process of applying to the Local Authority for a Disabled Facilities Grant (DFG). Where possible emh will work in partnership with other funding bodies and charities to access grants towards the costs of adaptations requested.

Where a DFG is awarded emh homes will look to make a contribution to the costs by matching the DFG funding by up to 50% to a maximum of £5, 000 to which the budget can facilitate. There is discretion to contribute more than £5, 000 in exceptional circumstances; this would need to be with the agreement of both the Head of Housing and Commercial Head of Property Management.

Invoices for 50% contribution from EMH need to be received within 28 days of works being completed.

3.5 Re-housing as an alternative

In instances where substantial works are required in order to meet the needs of the tenant and where the needs of the tenant could reasonably be satisfied by transferring them to a more suitable property (within emh homes stock if there is availability) EMH will look to utilise the stock before looking at adapting the current property.



Should the tenant unreasonably decline more suitable accommodation emh homes reserve the right to refuse landlord consent for aids and adaptations work to be carried out.

3.6. Stock Condition Data and the best use of stock

EMH will make every effort to allocate a vacant property with disabled facilities or adaptations to a tenant or applicant who can fully benefit from the property's features. This is work carried out by the allocations team using the information from Keystone.

We will encourage the transfer of a household remaining in a substantially adapted or purpose-built property where the disabled person no longer resides and the property would be better suited for another resident or applicant with specific needs.

3.7. Property and Tenure

Adaptations both minor and major will not be carried out in any property which;

- Is subject to right to buy, where an application has been made
- Is subject to right to acquire, where an application has been made
- Where a property is managed for/by others (unless the funding is through a DFG and the landlord's approval has been obtained)

Adaptations will not be carried out where;

- Rent arrears are outstanding and the resident is not keeping to an agreed repayment plan.
- The resident has a court order against them for serious Antisocial Behaviour (ASB)

Or where the tenure is;

- Leasehold
- Shared ownership
- Sold
- Assured shorthold tenancy (unless there are exceptional circumstances, and the project must be funded in full through a DFG)

3.8. Rent and service charge implications

The rent of a property may be reviewed following an adaptation if the works completed have resulted in an additional bedroom at the property.

A service charge may be introduced where aids and adaptations require ongoing servicing and maintenance for the equipment installed. Customers will be made aware of this and written consent will need to be obtained prior to works commencing.



3.9. Customer Satisfaction

Emh aim to provide an efficient aids and adaptations service provision in a timely manner to safeguard our customers and preserve their independence.

Customer satisfaction data will be collected and used to capture customer feedback and information about service standards.

If a customer is unhappy with any decision in respect of their application for aids and adaptations then they have the right to express this through the Customer Experience Team and our complaints department.

Emh homes has a complaint procedure which enables tenants to complain about a poor or lack of service they may have or haven't received.

Likewise, emh homes have a compliments procedure which enables tenants to pass on positive comments about there experience.

3.10. Monitoring

Emh group constantly monitor the overall performance of contractors and the local authorities In order to achieve the highest standard of work ensuring compliance is kept throughout.

Emh will ensure that it discharges duty and ensure all lifting equipment is complaint with LOLER regulations and is being maintained accordingly. This policy will be reviewed when

- There are significant changes to legislation
- There are found to be deficiencies or failures in the policy because of complaints or findings from any independent organisation

In any event the policy will be reviewed no later than five years from the effective date, no later than August 2026.

4. Implementation

- 4.1 The asset and compliance team will monitor the implementation of the policy and provide any updates to reflect any future changes required in the policy.
- 4.2 Emh group will adhere to existing regulatory requirements and legislation to ensure that fair and equitable access is available to all customers.
 - The Human Rights Act (1998)
 - The Equality Act 2010
 - Housing Act (1980) and (1985)

- The Community Care (Delay Discharges) Act (2003) – Interpretation of Assistances and adaptations as set out by the Secretary of State 2003
- Guidance documents to accompany this legislation; Delivering Housing Adaptations for Disabled People – A Good Practice Guide (2006) and Minor Adaptations without Delay – A Practical Guide and Technical Specification for Housing Associations (2006)

5. Responsibilities

- 5.1 The aids and adaptations team will sit under the asset and compliance team within the property services department. The workload is managed by a trainee surveyor and managed by the asset and compliance manager.
- 5.2 The asset and compliance / property services team are responsible for the general oversight and governance of the policy.
- 5.3 In these premises, adaptation works must be carried out by a competent person. Specification of works must be produced to emh prior to works commencing.
- 5.4 Procurement will be undertaken of all contractors associated with adaptation works. Emh group procurement or person's procuring services should take all reasonable steps to establish the competency of the individuals/ companies carrying out the works.
- 5.5 Emh will monitor performance of said contractors on a case-by-case basis. Emh meet on a regular basis with the local authorities we cover.

6. Associated Documents

- Aids and Adaptations Procedures
- Allocations Policy
- Equality Act 2010
- Human Rights Act 1998
- Housing Act 1988
- Landlords and Tenants Act 1985