



Halton
Housing

Policy

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Contents

1. INTRODUCTION	3
2. POLICY STATEMENT	3
3. REGULATORY AND/OR LEGAL COMPLIANCE	5
4. DIVERSITY CONSIDERATIONS	5
5. LINKS TO STRATEGIES, POLICIES AND ASSOCIATED DOCUMENTS	5

1. Introduction

- 1.1 Following the formal review of Halton Housing's adaptation policy in 2013 this is the third policy document which formalises our need to continue to provide suitably adapted properties, which meet the needs of our disabled customers.
- 1.2 Halton Housing will maximise the effective use of its existing adapted housing stock whilst taking account of the needs of individual customers.
- 1.3 Halton Housing will provide ongoing maintenance of all existing aids and adaptations within its housing stock.
- 1.4 This policy will be implemented by:
 - Neighbourhoods Department
 - Homes Department

2. Policy Statement

- 2.1 The purpose of adaptations is to modify the environment to enable the independent living of a customer and/or their family who has a permanent or substantial disability. It is not a primary matter of undertaking building work, providing equipment or modifying a dwelling, but providing a solution to the problems a customer is experiencing because of a disabling environment.
- 2.2 The Local Authority (LA) Halton Borough Council are primarily responsible for the provision of Adaptations in the borough; however Halton Housing will support the LA in achieving its objectives to provide solutions to those customers who require alternative and suitable accommodation and sustainable communities for their long term needs.
- 2.3 **Existing Stock** - The following should be considered when a referral for an adaptation is raised:
 - Age and architype of the property to be considered at the early stages of the application
 - What are the specific needs of the customer
 - Are there any currently adapted properties that meet the customer's needs
 - Can the customer be nominated to registered provider (including out of borough) who may have an adapted property that meets their needs
 - Can the customer's needs be accommodated within an appropriate new build scheme
 - Can we actually accommodate the customers required adaptations
 - What is the expected economic life of the adaptation to be installed

2.4 We will:

- Prioritise rehousing to a more appropriate property rather than undertake major adaptations to a property that is not adapted
- Work closely with Halton Borough Council's Occupational Therapist team to find solutions that are appropriate to the customer and the property
- We will seek matched funding on all costs associated with delivering the adaptation (including, planning, building control, design, construction, Design and Management, and consultancy where required). To be agreed before commencement of project
- Install wet rooms in ground floor properties only
- Support customers to register on Property Pool Plus to facilitate a move to a suitably adapted property
- Halton Housing will consider requests for financial assistance, where appropriate, to facilitate a move to a suitability adapted property on a case by case basis and may seek joint funding from the Local Authority were deemed necessary

2.5 We will not:

- Adapt properties that are under occupied
- Adapt properties where external access is problematic
- Adapt a property that would have a major impact on its future usability
- Adapt a property to accommodate a mobility scooter *
- Install a wet room to a property above ground level
- Install a new lift where a recycled one is suitable
- Make adaptations exceeding £5,000 (excluding Through Floor Lifts)
- Install a through floor lift, unless all other options have been exhausted including the offer of a direct allocation to another suitably adapted property
- Carryout a property extension

* This is due to the increased fire risk from overcharging and dioxide poisoning. Ramps will be installed for electric wheelchairs which have a stricter limitation on the quality of the device.

2.6 The above list is not exhaustive, and it is subject to extenuating circumstances and the appeal process. The indicative time to complete major adaptations is six months.

2.7 Halton Housing manages an Adaptations Waiting List, and adaptations are processed in strict date order.

2.8 **Right to Review**

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- Customers have the right to request a review
 - The request can be made in person, by telephone, by email or in writing
 - It must be received within 20 days of the date of the original decision

2.9 Management responsibility for this policy lies with the Neighbourhood Allocations Manager. Day to day implementation of this policy lies with the Neighbourhood Gateway Advisor and the Compliance Planning Manager.

3. Regulatory and/or Legal Compliance

3.1 This aids and adaptation policy is compatible with the following legislation:

- Housing Act 1985 (as amended by Housing Act 1996)
- Homelessness Act 2002
- Disability Discrimination Act 1995
- Equality Act 2010

3.2 The Regulatory Framework for Social Housing in England states in relation to repairs and maintenance:

- Registered providers shall ensure a prudent, planned approach to repairs and maintenance of homes and communal areas. This should demonstrate an appropriate balance of planned responsive repairs and value for money. The approach should include responsive and cyclical repairs, planned and capital works, work on empty properties and adaptations.
- Registered providers shall co-operate with relevant organisations to provide an adaptations service that meets tenants' needs.

4. Diversity Considerations

4.1 An initial screening checklist has been completed on this policy, which confirms that a full Equality Impact Assessment does not need to be completed.

5. Links to Strategies, Policies and Associated Documents

5.1 This policy underpins the following priorities within our Corporate Plan:

- Customer Focus

5.2 Other documents associated with this policy:

- Property Pool Plus Allocations Policy
- Transfer Policy

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- Assignment and Mutual Exchange Policy
 - Safeguarding Policy
 - Lettings Policy
 - Property Assets and Appraisal Policy
 - Repairs Policy
 - Asset management and Planned and Investment Policy



Translations available on request by phoning 0303 333 0101 or
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