



## HM-POL-08 Housing Adaptation Policy

<b>Version</b>	2	<b>Developed by</b>	Head of Property and Development
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Classification Type - (Confidential, Restricted, Internal use only, None)			<b>Internal Use Only</b>

### Equalities Statement

Framework is committed to social justice, which we deliver through our approach to equality, diversity, and inclusion and by living our 'Respond, Respect, Empower' values. Our aim is to enable all service users, staff, volunteers, and visitors to have equitable access to services, which are designed or adapted with them in mind.

### 1. Introduction

The purpose of this policy is to adopt a consistent and common approach to the management of housing adaptations delivered by Framework. Housing adaptations can play an important role in allowing people to live independently in the comfort and safety of their own home. However, in general Framework deliver supported housing on a short-term basis, (maximum 2 years), and this affects how we consider housing adaptations.

Framework does not have a specific fund to provide adaptations and in some situations, these may not be suitable, e.g. shared houses, hostels and private leased properties. It may also transpire that where major adaptations are required for an individual, the most suitable course of action would be to secure appropriate re-housing.

Generally, Framework will not, as a matter of course, accept referrals where the built environment would not meet an individual's needs. However, we recognise that in some cases there are no other accommodation options available and that the needs of individuals may change. This policy sets out our approach to making reasonable adjustments to our properties to assist residents to manage in their home when required.

### 2. Policy Detail

Adaptations are generally split into two categories, minor and major adaptations.

Minor adaptations would consist of grab rails, additional stair rails, installation of lever taps, small external handrails, half steps, small low-level ramps, minor kitchen alterations. Typically, up to a value of £500.00.

Major adaptations could consist of full ramp/ level access, hoists/ stairlifts, level access wet room adaptations etc, full kitchen replacements, up to a cost of £40,000.

The majority of Framework accommodation is temporary accommodation for homeless households, in these instances' households will only be granted assistance with minor adaptations. Major adaptations will not be installed in temporary accommodation or where Framework leases the property. It is important to note that major adaptations will only be considered where an assured tenancy is granted.



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### Housing Adaptations Procedures

All requests for adaptation work will be recorded by the Property Services Team. The team will request the Support Service/ HMS to contact the Occupational Therapist (OT) in the relevant Local Authority area to provide an assessment.

Once the assessment is complete and Framework have received the report, it should carry out a feasibility survey.

This will inform the Property Services Team of the costs involved, likely timescales and determine whether the request is a major or minor adaptation.

Following a recommendation from the Local Authority OT department for a minor adaptation a repairs order may be placed on a suitable timescale for the job.

In the case of a major adaptation (in an Assured Tenancy) A discussion with Support Services and HMS may then influence the decision whether a move for the resident would be a better option.

After completion, the Property Services/ Development Team will post-inspect the job in order to satisfy Framework the work has been carried out appropriately. In the case of major adaptations, the OT involved should also be consulted on the completed job.

The Resident must be informed about the progress of the work at every stage, including receipt of OT assessment, repairs order issue, feasibility survey, decisions about on move-on or work to be carried out.

In some circumstances, we may decline a request for the adaptation, following our assessment. This will include, but is not limited to, the following circumstances:

1. Where the building structure is considered integrally unsuitable for technical and practical reasons, for example widening doorways in prefab buildings, wet floor showers in beam and block floors.
2. Where the adaptation is considered unreasonable or unsuitable for the residents' needs, for example installing a level access shower to a flat above ground level where there is no lift to access the flat.
3. Where the proposed adaptation might put others at risk, for example fitting stair lifts in communal areas where this could restrict access and safe fire escape routes.
4. Where the adaptation will have an adverse effect on the housing stock and our ability to re-let the property in the future - for example, if a bedroom will be lost due to the installation of a through-floor lift.
5. Where a medical professional has indicated that the resident's condition is likely to deteriorate to the extent that the adaptation may not be suitable for



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them, or they may need further adaptations, within the next five years. In this case, the request will not be refused outright – rather, with the OT's input we will identify an adaptation which is future-proofed for the medium term, aiming to avoid the resident having to apply for another adaptation and be assessed again in the medium-term.

6. Where the cost of the adaptation is likely to exceed £40,000. In this case, with the OT's input, we will explore other alternative cost-effective solutions within the £40K limit. If this is not possible, we will look for suitable alternative accommodation.

If we decline a request for an adaptation, we will provide advice to the resident on their options. These may include moving to more appropriate, suitable accommodation. In these cases, support staff will assist the resident in finding accommodation, including ensuring appropriate referrals are made to local authorities and that information is supplied in support of applications for rehousing.

Where a resident's needs are urgent, we will undertake appropriate minor adaptations for an interim period, while longer term housing options are being considered.

Any exceptional circumstances will be considered by the Assistant Director of Housing Services.

All costs in any major welfare adaptation will need to be funded by the local authority involved, unless decided otherwise by the Corporate Services Director.