



Aids and Adaptations Policy

January 2022

Review Process

Policy review frequency:

This policy will be reviewed every 2 years

Responsible for review:

This policy will be reviewed by: Chrysalis Executive Board

Version Control

Version	Date approved:	Next review date:	Author / Title:
3.0	Jan-22	Dec-23	Chrysalis Executive Board

Contents

1	Introduction	2
2	Legal and Regulatory Requirements	2
3	What and who is covered by the policy?	2
4	Funding	2
5	Types of Adaptations.	3
6	Maintenance of Adaptations	3
7	Refusal of Adaptation Requests	3
8	Policy Review	3

1 Introduction

- 1.1 This policy sets out the Chrysalis Supported Association Ltd (CSA Ltd) approach to carrying out adaptations and aims to support tenants to experience a good quality of life within their homes. The policy and associated service will strike a balance between continuously improving levels of provision and customer service, making best use of housing stock and the need to achieve value for money.
- 1.2 As far as practicably possible, CSA Ltd will work with the local authority to support customers and enable them to continue to live independently within their home and community, ensuring that their home remains safe and convenient to use, whilst ensuring efficient management of resources.
- 1.3 CSA Ltd will work within the framework of our Asset Management Strategy, having regard to investment and maintaining the long-term sustainability of our properties.
- 1.4 CSA Ltd will develop a register of adapted properties so that, where possible, re-lets can be matched with customers' individual needs.
- 1.5 CSA Ltd will publish information on our website to provide detail on how customers can access adaptations.

2 Legal and Regulatory Requirements

- 2.1 Regulator for Social Housing's Home standard requires Registered Providers to 'co-operate with relevant organisations to provide an adaptations service that meets tenants' needs.
- 2.2 The Equality Act 2010 states that "...landlords will be obliged to make certain reasonable adjustments if requested by the customer. Reasonable adjustments do not include the removal or alteration of a physical feature but do include providing auxiliary aids or services, changing practices, policies and procedures and/or changing the term of the letting."

3 What and who is covered by the policy?

- 3.1 For the purpose of this policy, an adaptation is an alteration or addition to any aspect of a property which is provided in order to make it easier or safer for use by the customer. This may be the named tenants or relatives of the tenant where the tenants had caring responsibilities for them and they are permanent residents in the home.

4 Funding

- 4.1 CSA Ltd will allocate a dedicated budget for carrying out simple adaptations works each year via the routine repairs budget or sinking fund.

5 Types of Adaptations

- 5.1 Simple aids can be requested by any customers and will be carried out as part of CSA Ltd's responsive repairs service. Requests can be logged as a responsive repair request without an assessment from an Occupational Therapist. Examples of simple aids include:
- Handrails
 - Grabrails
 - Lever taps
- 5.2 Minor adaptations will be paid for by CSA Ltd and the costs recouped from the developer or funder if no other funding route is available. This work can take up to six months to complete, as we might need to get planning permission or wait for good weather to complete the work.

6 Maintenance of Adaptations

- 6.1 Once adaptations have been installed, the association will maintain and repair these through its repairs and maintenance service to ensure they remain effective and in good working order. These works will be raised and delivered in accordance with the appropriate standard repair timescales (See Repairs and Maintenance Policy).
- 6.2 Due to the fact that some aids and adaptations require ongoing servicing and possible replacement in future years, CSA Ltd may have to apply a service charge for these items. This charge is set to reflect the cost of the actual service provided. We will always discuss any potential charges with you before going ahead with any work.

7 Refusal of Adaptation Requests

- 7.1 CSA Ltd are unlikely to approve a major adaptation where the benefit achieved for the resident is short term or it is not reasonable or practicable. Such circumstances may include:
- Where the customer is actively seeking rehousing.
 - When the adaptation requested is not structurally practicable.
 - When a major adaptation will not result in a significant benefit to the customer.
- 7.2 Where it is not reasonably practical to carry out the necessary adaptations to enable the customer to live independently in their own home, CSA Ltd will support the customer to find alternative accommodation which matches their housing requirement and need, making best use of existing stock. (Please see Allocations Policy). CSA Ltd may also provide support with the cost of moving to a suitable property.

8 Policy Review

- 8.1 This policy will be reviewed every two years.



Chrysalis is a Registered Society under the Co-operative and Community Benefit Societies Act 2014, with registered number 29818R, set up for the benefit of the community as a not for profit organisation, regulated by the Financial Conduct Authority (FCA) and is also a Non-Profit Private Registered Provider of Social Housing Registered Number: 4751, Regulated by The Regulator of Social Housing (RSH). CSA are members of the Housing Ombudsman and subscribe to their standards of complaints management and fair practice procedures for all tenants. Registered Office 3 Brook Office Park, Emersons Green, Bristol BS16 7FL.