

# Adaptations Policy

## Supporting Customer Independence

VERSION 1.0

### Version Control

*Note: minor updates increase version number by 0.1, major updates increase version number by 1.0.*

Version Number	Sections Amended	Date of update	Approved by
1.0	First version of Abri Policy	November 2025	Policy Panel

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### **1. Introduction**

- 1.1. We are committed to ensure that all customers with long term conditions or disabilities can safely maintain independence, where possible, in their current or new home. We will look to achieve this by funding and completing minor adaptations to the property within a financial threshold. We will signpost and support larger adaptation applications to find alternative options of funding.
- 1.2. When all options have been explored and the existing property cannot be adapted, we will consider and explore options of alternative accommodation as appropriate, to meet the needs of the household.
- 1.3. We will ensure that when making decisions we deliver fair and equitable outcomes for customers and, where relevant, prospective customers.

### **2. This policy applies to:**

- 2.1. We aim to be inclusive in making positive decisions which support all existing and new customers (approved allocations). The focus of this Policy is in support of our social rented units; however, we will not exclude other customers groups from accessing our support when it's the right thing to do.
- 2.2. Adaptations will be considered within communal areas as well as individual properties. For adaptations within a communal space, we will consider the impact on the wider community and consult with neighbouring properties as appropriate and in a sensitive manner.

### **3. Policy**

- 3.1. We will positively promote the options to apply for adaptations to maintain independence in the home, along with options to move to more appropriate accommodation for when life changes, and customers need a home which is more manageable.
- 3.2. Abri will set aside an annual fund for 'minor adaptations' which may limit our capacity to support all requests within any one financial calendar year (April - March). If funds run out within a financial year, then we will hold requests and prioritise them within the new financial year unless there is a clear and immediate risk of harm, and no safe interim arrangements.
- 3.3. We will signpost or support customers to access alternative funding for adaptations if required. This would normally be through the local authority funding called 'Disabled Facilities Grant'.
- 3.4. Customers can complete their own adaptation, however, must obtain permission for any works prior to starting. (Please also refer to the Property Permission procedure)
- 3.5. Customers must sign to accept the terms and conditions before permission can be granted for a request from the Local Authority for works funded through a 'Disabled Facilities Grant'.

### **4. Minor Adaptations:**

## Appendix A - Adaptations Policy

- 4.1. 'Minor Adaptations' are alterations or additions to a home not exceeding £2000 (Plus VAT). This amount will be reviewed periodically.
- 4.2. We will promote a list of common adaptations which fall within the financial threshold.
- 4.3. Abri may consider in exceptional circumstances minor adaptations which extend beyond the financial threshold. This will be agreed by the budget holding manager.

### **5. Major Adaptations**

- 5.1. Major adaptations involving more extensive structural alterations above our financial threshold will be reviewed and permission will be granted where appropriate. All works will be subject to Abri standards and specifications and any ongoing servicing and repairs responsibilities will be agreed.

### **6. Servicing, Maintenance, Repair and Replacement of minor adaptations, major adaptations or specialist equipment:**

- 6.1. All minor adaptations provided by Abri will be maintained and serviced as appropriate.
- 6.2. When establishing permission to adapt a property (Major Adaptation) and/or specialist equipment installation, permission will usually be granted on the basis that ongoing servicing, maintenance and replacement does not become the responsibility of Abri. This will be set out as part of the permission process - For existing arrangements or where there is a landlord health and safety responsibility, then we will continue to ensure these requirements are met.

### **7. Providing a fair and transparent service for customers:**

- 7.1. Abri is committed to Equality and Diversity and will ensure all decisions are considered in line with Abri's Equality and Diversity policy.
- 7.2. Abri will clearly communicate its decisions and reasons when refusing adaptations to a property.
- 7.3. We will consult with customers periodically about our approach and through feedback look to continually improve our service.

### **Legal & Regulatory Framework**

- Disabled Facilities Grant (DFG) Delivery - Guidance for Local Authorities in England (2022) (Sections 1.11 and 2.34 -2.39 in particular)
- Home Adaptations for Disabled People 2013
- Adaptations without Delay (2019)
- Housing Grants Construction and Regeneration Act 1996
- The Equality Act 2010
- Building Regulations (Part M3 and M4 specifically)
- The Human Rights Act 1998
- The Regulatory Reform Housing Assistance Order 2002
- The Care Act 2014
- Housing Consumer Standards

### **Related Policies**

- Repairs & Maintenance Policy
- Supported Housing Policy
- Loler Policy
- Allocations & Letting Policy
- Tenancy Permissions Policy
- Permissions Policy
- Vulnerable customers Policy

### **Related Procedures**

- Adaptations Procedure
- Asset Management Tenancy Permissions Procedure
- Quoted works Procedure.
- Mobility Scooters in General Needs Housing Procedure
- Mobility Vehicle Storage in Supported Housing Procedure
- Property Permission Procedure
- Vulnerable customers procedure