



## ADAPTATION POLICY

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## 1. INTRODUCTION

This Policy outlines the approach taken by Castlehill Housing Association (CHA) when dealing with requests for adaptations to properties.

- 1.1.** CHA aims to facilitate the efficient administration of carrying out adaptations for our tenants' subject to the availability of funding.
- 1.2.** The responsibility for administering adaptations lies with the Development Department.
- 1.3.** Records for all ongoing adaptations shall be kept centrally within the office. The progress of these will be reviewed on a regular basis.
- 1.4.** The Development Sub-Committee will be informed of the number of adaptations carried out on a quarterly basis and the funding status thereof. As required regulatory information is also reported to Scottish Government and the Scottish Housing Regulator and conforms with our requirements under The Tenants Charter.
- 1.5.** Adaptations carried out will be entered in QL and recorded as a property element.
- 1.6.** In accordance with CHA Data Protection policy the OT referral report will be kept for one financial year only. At the end of the year these reports will be archived in the appropriate tenants' personal file.
- 1.7.** CHA is committed to complying with the Equality Act 2010. We aim to ensure that in all our policies and decision making there is no unfair discrimination on issues of; gender, marital status, age, ethnic origin, religious belief, sexual orientation, disability or any other relevant ground. We aim to make our services as accessible as possible and will endeavour to provide information in appropriate forms for those requiring it.
- 1.8.** CHA will carry out adaptations for tenants occupying a property as their only and principal home.
- 1.9.** This policy is in accordance with the relevant legislation:

Housing (Scotland) Act 2010

Equality Act 2010

Chronically Sick & Disabled Persons Act 1972

## 2. DEFINITION

- 2.1. **Occupational Therapist Referral:** the written report that CHA receives following the personal assessment of tenants' requirements.
- 2.2. **Adaptations to Housing:** Adaptations are permanent or semi-permanent changes to a house and are classified as:
  - 2.3. **Temporary Adaptations:** those that are not fixed and may be moved e.g. free-standing shower seat.
  - 2.4. **Permanent Adaptations:** those that will remain in the property. They are funded by the Scottish Government and are classified as minor or major.
- 2.5. **Minor:** defined as a change that does not affect the overall structure of the dwelling, e.g. hand rails, handles, grab rails.
- 2.6. **Major:** defined as permanent or structural change to the dwelling e.g. widening doors, kitchen adaptations, and level access showers.
- 2.7. **Major Stage 2:** large work usually to extend a property of build in significant changes usually at construction stage.
- 2.8. **Major Stage 3:** work required within an existing property ranging from level access showers to replacing taps.
- 2.9. **Decanting:** when a tenant needs to be moved to another property for major building work.
- 2.10. **Snagging:** The inspection of work after installation. Any faults are reported back to contractor to make good.
- 2.11. **Mainstream housing:** Properties that are designated for and let to single people and families.

### Abbreviations:

**CHA:** Castlehill Housing Association

**OT:** Occupational Therapist

**TA:** Technical Assistant (Castlehill Development Dep)

### 3. THE ADAPTATION PROCESS

- 3.1. **Initial enquiry** can be made directly by the tenant, carer, relative, or by another agency.
- 3.2. **Self-Referral to the OT service:** Tenants should approach the OT Service direct, to request an assessment for adaptations (excluding hand rails and grab rails)
- 3.3. **Occupational Therapist Assessment:** An OT will meet with the tenant and assess their medical conditions and the impact on their mobility/use of their property. The OT will forward their report and recommendations for work needed to be carried out.
- 3.4. **Carrying out the work:** CHA will manage and instruct a contractor to carry out the work. Large scale adaptations and/or high cost works with a potential value of over £7,500 will be carried out in accordance with our procurement policy.
- 3.5. **Adaptations not technically feasible (or impracticable).** Approval from relevant Directors will also be required when it is not technically possible to carry out the adaptation proposed by the OT. CHA will liaise with the OT and the tenant to consider other options, including alternative accommodation. When the best solution would be a move to an alternative accommodation, CHA will in conjunction with the O.T consider carrying out urgent minor adaptations to the tenants current home.
- 3.6. **Inspection:** Castlehill will inspect all works over a cost of £250.00 and sign off.
- 3.7. **Feedback:** A questionnaire will be issued to each tenant asking for feedback about the service and the work. Replies will be used to improve the service.
- 3.8. **Adaptations funding:** Current funding is provided direct by the Scottish Government and allocated yearly. When the budget allocation for CHA is spent and OT referrals continue to be received CHA will contact Scottish Government and try to secure additional funding. If no additional funding is secured all referrals will be held on a waiting list. The waiting list will be held by date order from receipt of the OT referral. If no funding is received CHA will consider carrying out minor adaptations e.g. handrails, within the limit of any existing CHA adaptations budget.

Where a waiting list is in operation tenants will be notified in writing and OT will be notified by email. The referrals on the waiting list will be dealt with as a priority when funding is secured/released and this work will be completed strictly in date order. Due to the potential time delay CHA will contact the OT to confirm the tenants needs remain unchanged before proceeding with the waiting list referrals.

## 4. ADAPTED HOUSING PORTFOLIO

- 4.1 Voids:** CHA will ensure that all void inspections will record and accurately reflect adaptations that have been carried out. All ground floor properties and flatted accommodation with lift access will be assessed for suitability by an applicant who is disabled or has restricted mobility.
- 4.2 Planned Maintenance:** CHA planned maintenance programme considers tenants mobility when planning programmes.
- 4.3 Sheltered properties** bathroom upgrade programmes will as standard install level access showers.
- 4.4 New build:** We will offer new build property, which has been designed to wheelchair standard, to a household that needs wheelchair accommodation.
- 4.5 New build (Stage 2 major adaptations):** At construction stage, if a property is identified as requiring adaptations CHA will endeavour to futureproof the property for the current and future tenant. In particular, reinforcing roof joists in case of a future requirement for a ceiling hoist.
- 4.6 Mainstream properties** where an accessible shower already exists in a ground floor, consideration will be given to replacing it with a level access shower and/or other features to improve accessibility by less mobile persons.
- 4.7 Wheelchair Housing:** This consists of dwellings constructed specifically for people confined to a wheelchair. It is built to give extra floor area, special bathroom, kitchen, and other features.
- 4.8 Sharing Owners:** Castlehills adaptations funding is only applicable for Castlehill tenants. Sharing owners will need to self-finance these works and/or apply for other appropriate funding. Sharing owners may be eligible for relevant Local Authority private sector funding
- 4.9 Property let to other agencies:** Castlehills adaptations funding is only applicable for individual Castlehill tenants. When a property is let to another agency/landlord who in turn lets to its own residents/tenants adaptations cannot be funded by Castlehill. The agency/resident will need to self-finance these works and apply for other appropriate funding. In exceptional circumstances Castlehill may consider contributing to the cost of the adaptation if the work would benefit the building in the future. This will not be the case if the adaptation is specialised to meet an individual residents particular need.