



Adaptations Policy

APRIL 2025

1 Policy Statement

This policy sets out Broadacres approach to carrying out adaptations and aims to support customers ensuring they 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 our stock and the need to achieve value for money.

The Equality Act 2010 requires 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.

While there is no statutory responsibility upon individual housing providers to provide adaptations for their customers, the Regulator expects them to make provision to assist in the delivery of adaptations to their customers. In addition, the Care Act 2014 makes specific reference to the role of housing providers as significant partners for health and care. The statutory guidance reinforces this and expands on how and when housing provision and options should be embedded to support wellbeing and address care and support needs

The guidance sets out the value of the home as a focal point for effective delivery for integrated services and the need to consider the central role of housing within integration including formal arrangements with housing and other appropriate partners which can include the Local Authority, the NHS and the voluntary sector.

2 Key legislation and regulations

Care Act 2014
Disability Discrimination Act 2005
Equality Act 2010
Chronically Sick and Disabled Persons Act 1970
Regulatory Standards for Landlords 2024

3 Responsibilities

Customer Experience Director – Responsible for overall implementation of the policy and approval of match funding up to £50,000. Responsible for review of any appeals.
Head of Customer Experience Housing and Support – Responsible ‘housing options’ in relation to adaptations.

Head of Property Services – Responsible for the delivery of adaptations carried out by Broadacres Property Services and contractors acting on behalf of Broadacres.

4 What is an adaptation?

For the purposes of this policy, an adaptation is an alteration or addition to any aspect of a home which is provided in order to make it easier or safer for use by an older person or a disabled person. This may be the customer or a member of their family or

household and throughout this policy references to the customer will include their family or household.

The assessment of the specific needs of the customer and recommendations of what adaptation work is required would usually result from an assessment from an Occupational Therapist.

Procedures are in place to support the implementation of this policy.

5 Approach

We will work closely with our partners to access, on behalf of our customers, the services of qualified Occupational Therapists and a range of funding and advisory options including Disabled Facilities Grants (DFGs).

We will comply with legislative and regulatory requirements and work within the spirit of the 'Minor Adaptations without delay' guidance (2006).

We will fund those works we class as minor adaptations up to the value of £3,307 and we will keep this figure under annual review to minimise the demand on limited DFG funding.

We will support our customers and, as far as is reasonably practicable, 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.

We will work within the framework of our Asset Management Strategy, having regard to investment and maintaining the long-term sustainability of our properties.

We will set aside a specific budget each year to assist customers to obtain adaptation work and any adaptations that are deemed necessary and affordable will be provided to customers using a range of funding mechanisms.

We will develop a register of adapted homes so that, where possible, re-lets can be matched with customers' individual needs.

We will publish and promote information on our website on how to access our adaptations services.

We will make the best use of our housing stock in an attempt to ensure that disabled customers are enabled to access and live in housing that is appropriate to their needs.

6 Which Broadacres customers can access the service?

Customers holding the following tenancy types can access the Broadacres adaptations service:

- Assured periodic (lifetime) tenancy on social or affordable rent terms ("Assured Tenancy").

- Assured periodic (lifetime) tenancy for tenants who transferred from Hambleton District Council to us during a stock transfer (“Assured Protected Tenancy”).
- Assured shorthold periodic tenancy on social, affordable and submarket rent terms (“Periodic AST”).
- Starter Tenancy on social or affordable rent terms (“Starter Tenancy”).
- Equitable Starter Tenancy on social or affordable rent terms.
- Equitable Periodic AST on social or affordable rent terms.

The following customers will not be able to directly access the Broadacres adaptation service but would be signposted to services delivered by North Yorkshire Council or the relevant local authority:

- Shared owners.
- Contractual decant tenancy (“Decant Tenancy”).
- Contractual tenancy granted in accordance with section 209 of the Housing Act 1996 (“Section 209 Tenancy”).
- Licences at Maggie Neil House (Women’s refuge).

7 Definitions

Minor adaptations:

- Hand / grab rails.
- Key safes.
- Raised doorsteps.
- Door intercom systems.
- Adjustments to door handles / window latches.
- Lever taps.
- Ad hoc requests such as shower screens, safety gates
- Temporary ramps
- Stair lifts
- Step-in showers

Major adaptations:

- Wet rooms.
- Through floor lifts.
- Ceiling track hoists / door widenings.
- Room conversions.
- Home extensions.

8 Target timescales for adaptation requests directly delivered by Broadacres

Target timescales for prioritising the delivery of adaptations by Broadacres will be as follows:

Priority	
Emergency	24 Hours
Urgent	5 Working Days

Routine	15 Working Days
New Installation	30 Working Days
Major Adaptation	45 Working Days

9 Assessment of adaptation requests

The assessment of an individual's need for adaptations remains the statutory duty of the local authority through its Community Occupational Therapy Service and Broadacres will continue to use this service when appropriate.

Following an adaptation request by a customer, where an Occupational Therapist assessment is considered to be necessary then Broadacres will request that they visit and discuss the customer's individual needs and assess whether or not adaptation works may be necessary and appropriate to meet the long-term needs of the individual.

Broadacres accepts that on occasion, specialist advice following an assessment may differ. In circumstances where there is no agreement between the parties involved about the nature and/or scope and scale of the adaptation work required, Broadacres Housing Manager and/or Head of Housing Services will make a final decision in consultation with all involved based on reasonableness.

This approach is necessary to avoid the situation which has arisen in the past where a home is held empty for a prolonged period of time, and which has resulted in significant rent loss to the organisation as well as an unnecessary delay to other applicants in housing need.

Following an adaptation request by a customer where an OT assessment is not considered to be necessary, we will visit and assess the works that may be required.

This visit will take place within 10 working days from the initial request where possible unless otherwise agreed with the customer.

10 Delivery / financial considerations

Where Broadacres have assessed the adaptations works (or following an OT assessment) and established that the cost of the works is likely to be less than £3,307 in value, then the works will be funded in full and carried out by Broadacres. However, on occasion the actual work may be carried out by a contractor on our behalf but overseen by Broadacres and subject to our approval.

Adaptations exceeding £3,307 (those listed as major adaptations above) will be funded through a DFG which are subject to means testing by the local authority and are subject to landlord approval by Broadacres.

Some residents in need of adaptations may also be eligible to apply for other sources of funding, for example ex-forces personnel. Broadacres will ensure that customers are signposted to appropriate governing bodies if those bodies might be able to assist with the customer's contribution or may be able to provide aids and adaptations more quickly.

In situations where a DFG has been refused on the grounds that the customer has sufficient income to fund the works for themselves then they may request a contribution from Broadacres however this will be capped at the £3,307 limit (see above).

Where the adaptation is likely to exceed £30,000 then Broadacres will match fund 50:50 with the Local Authority up to a ceiling of £50,000. Adaptations above this amount will be referred to the Customer Experience Director for their consideration.

It is important to note that Broadacres will only approve an OT assessment for funding which has assessed both the intermediate and long-term needs of the customer to avoid the practice of receiving split referrals (for example where a request for a walk-in shower is quickly followed up by another request for a stairlift). Such an approach is not in the spirit of good partnership working. Funding will therefore be capped at £3,307 and any new request for an adaptation other than for a minor adaptation will not be paid for by Broadacres within a 3-year period.

Colleagues overseeing the operation of this policy will have discretion to approve adaptations which fall outside of these figures for example where the agreed works will cost slightly more than £3,307 or where a customer's circumstances have changed significantly in a short period of time.

11 Refusal of adaptation requests

Broadacres are unlikely to invest in the provision of adaptations where the benefit achieved for the individual is short term, it is not reasonable or practicable or where strategically it makes no sense to do so. Such circumstances may include:

- when the individual occupies a home that is scheduled for major refurbishment within the next 2 years
- where the individual is actively seeking rehousing
- where the tenancy is less than 12 months old
- where the adaptation request is not structurally possible
- where a home is under-occupied or over-crowded and major adaptations are requested
- where a request is made to provide a level access shower above ground floor level (future letability becomes an issue as many disabled people with mobility problems who could benefit from such a shower may have problems negotiating stairs)
- where provision is requested for use of a motorised scooter
- where a long ramp / permanent ramp is required in order to provide access to the front door
- where the applicant has moved from a previously adapted home that was considered to be suitable for their needs within the previous 3 years
- where the tenant is in serious breach of their tenancy which may result in Broadacres seeking to possess their home

Where it is not considered reasonable to carry out the necessary adaptations to enable the customer to live independently in their own home, Broadacres will generally instead look to support the customer to find alternative accommodation which matches their housing requirement and need, making best use of existing stock. In exceptional cases, Broadacres might still fund or support the carrying out of adaptations to the

customer's existing home, but only where it is reasonably satisfied that a move to alternative accommodation is likely to cause exceptional distress, exceptional hardship, that suitable alternative accommodation will be difficult to secure or some other significant and exceptional detriment to the customer. Each such case will be considered on its individual merits.

Where we refuse an adaptation, the customer may appeal and request a review of the decision. Appeals will be undertaken by the Customer Experience Director and any response will be final.

Requests may still be refused even in circumstances where the tenant intends to fund the works for themselves based on the criteria set out above.

12 Maintenance of adaptations

Once an adaptation has been installed, Broadacres will maintain and repair it through our repairs and maintenance service to ensure that it remains effective and in good working order. These works will be raised and delivered in accordance with the appropriate repair timescale.

13 Monitoring arrangements

Broadacres will monitor and report performance in compliance with this policy to the following groups:

- Board of Management (annual report)
- Asset and Development Committee
- Customer Experience Committee
- Performance and Improvement Panel

14 Review

This policy will be reviewed every 3 years in accordance with Broadacres standard policy review timescales.

The funding cap will be reviewing annually.

15 References

Delivering housing adaptations for disabled people: a good practice guide (June 2006)
How to make effective use of adapted properties (CIH Jan 2014).

16 Related policies

Lift Safety Policy