



## **ADAPTATIONS POLICY 2023**

### **1.0 INTRODUCTION**

Adaptations make properties more accessible and usable for people with a medical condition or disability and thereby enable them to maximise their independence in their own home. Adapted properties help the Association to create stable, sustainable and inclusive communities.

The Association is committed to carrying out adaptations to properties where these comply with the criteria set out in this policy and with that included in the Association's other relevant policies and procedures, and guidance from the Scottish Government, Clackmannanshire Council Social Services, Fife Council Social Services and The Scottish Housing Regulator.

### **2.0 OBJECTIVES**

The Association will aim to achieve the following when undertaking adaptations:

- ✓ Enhance the independence of the tenant
- ✓ Help to reduce time spent in hospital
- ✓ Specify the work in line with professional advice from Occupational Therapists, consultants or other social care / health professionals
- ✓ Complete the work efficiently and competently
- ✓ Maintain communication between the tenant, Occupational Therapist, contractor, consultants, other social care / health professionals and within the Association
- ✓ Secure grant funding promptly, where eligible
- ✓ Maintain a record of the work that has been undertaken
- ✓ Maintain the adaptation
- ✓ Secure resources for maintenance of the adaptation

### **3.0 ELIGIBILITY**

Adaptations to new and existing housing, which is owned and rented by the Association, are currently eligible for restricted funding from the Scottish Government where the adaptation is deemed essential.

Sharing owners and shared equity owners may be eligible for local authority improvement grants in the same way as other owner occupiers for adaptations to their properties. Owners will therefore be directed by the Association to the relevant local authority for assistance.

Information on what services are available can be found in the Association's guide – 'Information for Applicants Adaptations', which is provided to all applicants for housing and for existing tenants.

#### **4.0 REFERRALS**

Referrals are generally received from the following sources:

- ✓ Tenant's General Practitioner (GP)
- ✓ Occupational Therapist (OT), who may be employed by a Health Board, Local Authority (LA) or other organisation such as an insurance company.

In the interest of consistency, the Association will request all referrals to be submitted on the Association's standard application, which is attached as **Appendix 1**. We can, however, accept referrals that are not in this format provided they contain sufficient information to allow the request to be processed.

The Association may receive self-referrals following specific diagnoses (e.g. dementia) or other medical conditions. In these cases, the Association will aim to complete the form at **Appendix 2**, and send to the OT for approval. In all cases the Association will follow the same process for considering the referrals and making any recommendations for suitable adaptations that can be undertaken.

#### **5.0 REFERRAL ACCEPTANCE, PRIORITISATION AND REFUSAL**

##### **5.1 Referral Processing**

A site meeting may be required to enable the referral to be assessed. The Association will generally require an assessment to be carried out by an OT, if not already done so, to determine whether the requested adaptation is essential, although we recognise this may be required for every referral.

In the case of a dementia diagnosis, the Association will aim to undertake a specific risk assessment of the property post-diagnosis, in line with our Housing & Dementia Self-Assessment Framework.

##### **5.2 Factors for Consideration**

The Association will consider whether a proposed adaptation is reasonable or not. When considering whether a proposed adaptation is reasonable, the Association may consider the following:

- ✓ How effective the proposed adaptation will be in overcoming the disadvantage experienced by the tenant;
- ✓ Whether it is possible and practical to implement the proposed adaptation;
- ✓ The overall cost of the proposed adaptation incurred by the Association;
- ✓ The availability of resources (particularly Scottish Government Grant) that is available to complete the proposed adaptation.

##### **5.3 New Tenancies**

Following acceptance of a provisional offer of a new house by the prospective tenant, the Association will review the OT referral. Acceptance will follow the

Association's standard allocation procedures in accordance with the considerations to be taken into account under this policy.

Whilst the Association will process all OT referrals promptly, certain referrals, such as from tenants awaiting hospital discharge, will be allocated a priority status by the referrer to allow the Association to target its resources and those of other public services with maximum efficiency.

#### 5.4 Refusals

The Association reserves the right to refuse to carry out an adaptation. Each case will be considered on its own merits but will be guided by the following:

- ✓ The proposed adaptation must be essential;
- ✓ The proposed adaptation must be reasonable;
- ✓ The adaptation must be required for a permanent member of the household;
- ✓ Proposed adaptations should meet the long-term requirements of the tenant;
- ✓ The tenant should be satisfied that the proposed adaptations meet their needs;
- ✓ The work should offer value for money;
- ✓ The work should be capable of being completed within a reasonable period of time;
- ✓ There are sufficient resources available to fund the works;
- ✓ There being no alternative and more suitable accommodation available this will require an assessment of imminent availability within the Association's future programme and the available stock of other local landlords;
- ✓ The proposed adaptations should not be technically difficult to achieve and should not be undertaken to the detriment of the property, the area or surrounding residents;
- ✓ The proposed adaptation should not contravene statutory requirements such as planning.

Where a tenant refuses to allow the Association to carry out an adaptation, we will record this on file.

#### 5.5 Consent for adaptations by tenants

Under the Housing (Scotland) Act 2014 and The Relevant Adjustments to Common Parts (Disabled Persons) (Scotland) Regulations 2020, tenants with Scottish secure tenancies or short Scottish secure tenancies with the Association may carry out adaptations to their properties or to common parts around their home. Before undertaking adaptations, tenants must obtain the Association's consent which will not be unreasonably withheld. In the case of an adaptation to the common parts, tenants will require the consent of the majority of owners.

## **6.0 ALTERNATIVE ACCOMMODATION**

If the Association refuses to carry out the adaptation, consideration will be given to addressing the tenant's needs with the provision of alternative accommodation.

Accommodation may be provided:

- ✓ Within the Association's existing stock;
- ✓ By the provision of new build accommodation;
- ✓ By alternative landlords.

The options will be discussed with the tenant and with the stakeholders.

## **7.0 COMMUNICATION**

Communication channels will be clearly established and maintained within the Association and between the Association, the tenant and referrer, as set out in the procedures.

Tenants will be advised whether the work to be carried out in their home is a major or minor adaptation. Major adaptations require more co-ordination and are typically more expensive, taking longer to complete.

A user-centred approach will be adopted and the tenant will be given the following information:

- ✓ A detailed letter will be issued for Major and Minor Adaptations – in the case of a Major adaptation, this will include details of any proposed change to rent to reflect the changes made to the property;
- ✓ Confirmation of receipt of major adaptation request via OT;
- ✓ Key contact person within the Association;
- ✓ Clear communication of proposals and options;
- ✓ Indicative timescales, including proposed start and completion dates;
- ✓ Where the proposed adaptation will affect the rent charged on the property, the tenant must agree to accept the increase, which will take effect on the first rent debit after 4 weeks' notice of rent increase has been given. Four weeks' notice will usually be given at the point of completion of the adaptation.

The tenant and the OT will also be given an opportunity to feedback on the adaptation, both the process and the work.

If a tenant requires to move out of their home to undertake an adaptation, then this will be carried out in line with the Association's Decant Policy.

## **8.0 PROCUREMENT**

Adaptations will be classified as either minor or major. Procurement will follow the Association's Corporate Procurement Policy.

## **9.0 BUDGET**

The Association requests and receives an allocation of grant funding each year from The Scottish Government which is based on the Association's estimated requirements for the year ahead. All adaptations are front funded by the Association and the grant is claimed upon completion of the work.

If our spend figures indicate that the budget is likely to be exceeded, the Association will request additional funding from the Scottish Government or other sources.

Where grant funding for a financial year has been exhausted and the Association has been unable to obtain funding from other sources the Association may create a waiting list of approved adaptations. Adaptations on the waiting list will be dealt with in the order they are entered onto the waiting list when sufficient further funding becomes available, or the Association decides to instruct the adaptation at its sole discretion.

Adaptations, which are classified as Essential by a qualified person such as an Occupational Therapist and which are expected to cost less than £150 will be completed with funding from the reactive maintenance budget.

## **10.0 KEY PERFORMANCE INDICATORS**

The Association will monitor its performance against the following indicators which have been set by the Scottish Housing Regulator:

- ✓ The percentage of adaptations grant spent;
- ✓ Percentage of approved applications for medical adaptations completed during the reporting year;
- ✓ Average time to complete adaptations.

## **11.0 COMPLETION**

The Association or its appointed consultant will carry out a post-completion inspection of all major adaptations to ensure that they have been carried out to the satisfaction of the Association and the OT.

Post inspections of minor adaptations may be undertaken if they are selected during the random selection process. The tenant will also be encouraged to complete and return a satisfaction questionnaire.

## **12.0 RE-ALLOCATION OF ADAPTED PROPERTIES**

Procedures for the re-allocation of adapted property will be set out in the Association's Allocation Policy.

The Association will, as a last resort, consider the removal and storage of an adaptation if it cannot be matched to the incoming household.

## **13.0 MAINTENANCE & SERVICING**

The Association will maintain adaptations for all responsive and future planned maintenance including servicing of any adaptations in line with manufacturers guidance or statutory requirements. Where required or where it is considered value for money, the Association will enter into maintenance agreements with the installer or manufacturer..

Tenants of adapted properties will be provided, where necessary, with additional information for emergencies such as emergency numbers for out of hours service for specialist equipment.

The Association will maintain a record of all servicing to adaptations, to monitor that servicing is undertaken within agreed time limits. The Association will compile information on renewal and repair timescales and costs for life cycle purposes.

Under the tenancy Agreement, the Association has rights of access to undertake repairs and servicing. In order to ensure that services are completed within timescales, the Association will follow access procedures as defined in **Appendix 3**. If access is proving difficult, staff will make final efforts to engage with the tenant in person to resolve any differences over access.

#### **14.0 REPORTING AND RECORD KEEPING**

All adaptations will be recorded on the computerised maintenance house record. A separate register will also be maintained which will also identify any regular maintenance work that is required on adaptations to keep them safe.

#### **15.0 DATA PROTECTION**

Contractors, consultants and others who receive tenant data must complete and observe the terms of a Data Sharing Agreement & Processor Addendum as set out in Appendices 3 and 4 of the Association's Privacy Policy.

#### **16.0 POLICY REVIEW**

This policy will be subject to review at least every 3 years.

#### **Policy Review Consultation Process**

Considered by the Senior Management Team on	6 <sup>th</sup> April 2022
Considered by the Customer Services Committee on	13 <sup>th</sup> April 2022
<b>APPROVED BY THE BOARD OF MANAGEMENT ON</b>	<b>27<sup>th</sup> April 2023</b>
<b>Date of Next Review</b>	<b>April 2026</b>

**OCHIL VIEW HOUSING ASSOCIATION LTD.**

**APPLICATION FOR STAGE 3 ADAPTATIONS**



TO :	Customer Services	Social Services	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
ADDRESS :	Ochil House Marshall Alloa FK10 1AB	Housing OT Health OT <i>(please tick)</i>	
DATE :	_____	NAME _____	
		ADDRESS _____	
		TEL NO. _____	

**PART A - To be completed by Community Care Team, Clackmannanshire Council**

Please tick box if form is completed by a health professional e.g. GP

CLIENTS NAME : \_\_\_\_\_ TEL. NO : \_\_\_\_\_

ADDRESS : \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

DATE ASSESSED : \_\_\_\_\_

**I CONSIDER THAT THE WORK FALLS WITHIN PRIORITY:**

CRITICAL	<input type="checkbox"/>
SUBSTANTIAL	<input type="checkbox"/>
MODERATE	<input type="checkbox"/>

Describe the needs that will be addressed by carrying out the adaptation (including specific physical / functional difficulties which make the adaptation necessary):

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

The following adaptation is required (NB Type, Size and Exact Location of necessary adaptations etc. must be precisely detailed (attach sketch / plans if necessary))

DOES THIS ADAPTATION FACILITATE HOSPITAL DISCHARGE:

Yes

No

DOES THIS ADAPTATION PREVENT HOSPITAL ADMISSION:

Yes

No

I CERTIFY THAT THE RESPONSIBILITY FOR FUNDING THE ADAPTATION WORKS ARE OUTWITH THE REMIT OF THE HEALTH BOARD, SOCIAL WORK SERVICE OR SCOTTISH HOME AND HEALTH DEPARTMENT:

Yes

WILL THIS ADAPTATION MEET THE CLIENTS LONG TERM NEEDS:

Yes

No

SIGNED: \_\_\_\_\_

DATED: \_\_\_\_\_



**OCHIL VIEW HOUSING ASSOCIATION**  
**APPLICATION FOR STAGE 3 ADAPTATIONS**

To	
Address	e.g. Occupational Therapy, Clacks Council
Date	
Tenant Name	
Tenant Address	
Tel Number	
Date of Birth	
Referral Completed By	
Describe the needs that will be addressed by carrying out the adaptation (including specific physical / functional. Difficulties which make the adaptation necessary):	
The following adaptation is required (NB Type, Size and Exact Location of necessary adaptations etc. must be precisely detailed (attach sketch / plans if necessary)	
DOES THIS ADAPTATION FACILITATE HOSPITAL DISCHARGE:	
DOES THIS ADAPTATION PREVENT HOSPITAL ADMISSION:	
WILL THIS ADAPTATION MEET THE CLIENTS LONG TERM NEEDS:	

APPROVED

Dear Tenant

**Medical Adaptation - Servicing**

The Association's Contractor (Contractor Name) now require access to your home in order to carry out 6-monthly / annual service of the adaptation in your home, which is now due - last done **(INSERT DATE)**.

It is requirement to undertake this service to ensure that the adaptation operates correctly and remains safe, it is therefore imperative that this check be carried out as soon as possible.

Please therefore contact the Association immediately, on 01259 722899, in order to arrange a suitable access time. Please note that, once a suitable access time has been agreed with you, you may be recharged if access is not provided.

If the Association does not hear from you within 7 days of this letter it will have no alternative but to consider further action for access, as stated in your tenancy agreement.

Your tenancy agreement explains the Association's rights to access your home, after giving you notice of its intention. All costs incurred will be recovered from you. Please help to avoid the need for this by contacting the Association to arrange a time.

Your co-operation in this matter is greatly appreciated and we look forward to hearing from you.

Yours sincerely

**Property Services Assistant**

Dear Tenant

**Medical Adaptation - Servicing**

Ochil View Housing Association's Electrical Contractor (Contractor Name) has been unable to gain access to your home in order to carry out the 5 yearly electrical check, this was last carried out on **[ADD DATE]**.

The Association is required to carry out servicing of the adaptation in the property to ensure its continued safe operation. Unless access is made available the Association will take the view that the adaptation may present a potential hazard to the health and safety of you and anyone else within your home and this constitutes a situation requiring emergency access.

In these circumstances the Association is entitled to access to your property. Unless you contact this office within 7 days from the date of this letter, to arrange an appointment for access, the Association will use its right of entry under the Tenancy Agreement. You will be charged for costs arising from this action. You will also be charged for appointments not kept once made by yourselves.

We trust this will not be necessary and would now ask you to contact Ochil View Housing Association on 01259 722899 as a matter of urgency.

Yours sincerely,

**Property Services Officer**

APPROVED

Dear Tenant

**Medical Adaptation - Servicing**

The Association has tried on several occasions to book / arrange access to your home to carry out servicing to the adaptation within your home.

By not allowing the inspection to take place, you are putting you and other occupiers of the house at risk, as we cannot guarantee the safe operation of the adaptation.

Staff from the Association will not visit you at home on **(INSERT DATE)** to discuss access arrangements and the potential consequences of failure to provide access.

We sincerely hope this will not be necessary and urge you to contact the Association immediately to confirm you will keep the appointment noted above.

Yours sincerely,

**Property Services Officer**

APPROVED