

Adaptations Policy

1.0 Introduction

This policy outlines One Manchester's principles applied to the provision of adaptations in our properties and how we will work in Partnership with Manchester City Council (MCC) and Manchester Services for Independent Living (MSIL).

2.0 Purpose

One Manchester is committed to providing properties that meet the needs of the tenants while taking in to consideration the future sustainability of the tenancy, the need to use our current adapted stock and the adaptation being requested.

We are committed to providing a flexible approach, to help promote independence, security and dignity of tenants within their own homes. We will consider the impact on our stock and its overall sustainability to ensure our properties are fit for purpose for the tenant.

To ensure there is a consistent approach to carrying out minor and major adaptations to all our properties.

3.0 Scope

Aids and adaptations are items of equipment or special fixtures and fittings, which may improve access to an individual's home, improve an individual's mobility in and around their home or help with daily living.

This policy applies to all tenants who require adaptations, alterations and enhancements to their home as a result of illness or disability. The adaptations or alterations may be required for either the tenant themselves or a family member permanently residing at the property. We will ensure we reconcile the expectations of our customers in need of adaptations with our need to manage our stock effectively to sustain a vibrant community.

Adaptations can be categorised in to two areas, minor or major;

Minor adaptations - are usually adaptations that cost less than £1000 and are defined in the MSIL guidance and include internal or external grab rails, Lever taps and adjustments to electric sockets. Minor adaptations will normally be fitted without the requirement for an occupational therapist and the full cost will be met by One Manchester.

Major Adaptations – are adaptations usually costing more than £1000 and again are defined by MSIL and can include but are not limited to, stair lifts, Bathroom conversions, extensions or through floor lifts. Major adaptations will be jointly funded by One Manchester and Manchester City Council via the Disabled Facilities Grant (DFG) managed by MSIL.

As a lead provider in Manchester, One Manchester carries out major adaptations for third party organisations via MSIL under a separate agreement not bound by this policy.

4.0 The Policy

We will:

- On receipt of requests for adaptations consider alternative options, such as moving to suitable alternative accommodation;
- Work in partnership with MSIL, to carry out recommended adaptations based on the needs of the resident (or another existing household member who is registered as living at the property). Approvals for adaptations will be subject to available funding and suitability of the property for the adaptation;
- Through the provision of an annual budget contribute the agreed amount as per the Service Level Agreement to the cost of major adaptations with the remainder of the cost being funded through Disabled Facilities Grant (DFG) managed by MSIL;
- Once adaptations are installed be responsible for the annual servicing (for example stair lifts) and any maintenance or replacement work following the 12 month warranty period;
- When equipment is no longer needed either work with MSIL to recycle and utilise equipment in another property or rehouse the tenant and allocate the property to someone requiring the adaptation;
- Record accurately details of all adaptations carried out in our properties to enable effective future lettings and the information to influence future investment decisions;
- Assess adaptations in the light of the impact they make to the tenants ability to self manage long-term health conditions in their current property;
- Support tenants to move if an adaptation will not be carried out and this may include payment of removal cost;
- Offer to install adaptations for leaseholders or non One Manchester tenants at the full cost of the installation including design.

We will not carry out adaptations in the following circumstances:

- Where the tenancy is an Assured Shorthold Tenancy;
- The individual who requires the adaptation is not currently living in the property requiring the adaptation as a member of the family, unless the property has been specifically identified for the individual and adaptation;
- Where we are considering or in the process of taking legal action in relation to possession of the property for a breach of tenancy;
- The property is above ground floor and no lift is available except in the case of minor adaptations;
- The property is under occupied by 2 or more bedrooms unless rehousing would be of a serious detriment to any individual's health. We will support the tenant or family to find alternative accommodation by allocating the appropriate rehousing band;
- Where the cost of the works is considered too high, or not reasonable or practical and the tenant can move to a more suitable property.
- Build extensions on existing properties except where suitable alternative accommodation would not or does not become available within 12 months of the MSIL recommendation;
- Where the adaptation is not structurally practicable;
- Where the property is being considered for disposal, in an approved redevelopment areas or in an area currently being considered for wide scale master planning.

5.0 Method and approach

This policy should be read in conjunction with any procedures, service level agreements and guidance notes prepared to meet and support its aims including and the following policies;

- Repairs;
- Allocations;
- Tenancy and Starter Tenancy;
- Equality and Diversity;
- Adult and Child Safeguarding;
- Adults at Risk of Harm.

6.0 Responsibility

The Director of Place is responsible for ensuring this policy complies with legislative requirements.

Managers and staff who deal with the allocation of properties and starting and maintaining tenancies are responsible for implementing this policy.

7.0 Equality and Diversity

One Manchester will ensure that this policy is applied fairly to all our customers. We will not directly or indirectly discriminate against any person or group of people because of their race, religion, gender, marital status, sexual orientation, disability or other grounds set out in our Equality, Diversity and Inclusion Policy.

An Equality Impact Assessment has been carried out on this policy.

8.0 Monitoring, review and evaluation

In monitoring this policy we will:

- Work closely with MSIL and effectively monitor the expenditure on adaptations;
- Monitor the work carried out by contractors in our properties to ensure it meets our standards;
- Ensure all completed works requiring a servicing regime are identified and placed under an annual programme of inspection and servicing.

This policy will be updated as required with changes in legislation or working practices and a full review will be completed every three years.

9.0 Legislation and Link to other Documents

This policy has been written in accordance with relevant guidance and legislation, which includes:

- Home adaptations for disabled people: a detailed guide to related legislation, guidance and good practice, published by the Homes Adaptations Consortium in 2013;
- Regulatory Reform (Housing Assistance) (England and Wales) Order 2002;
- Chronically Sick and Disabled Persons Act 1970;
- Human Rights Act 1998;

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- Care Act 2014;
- Equality Act 2010;
- Housing Acts 1980 & 1985 & 1996;
- One Manchester Adults at Risk or Harm Policy.