

T3 Residential Limited

Aids and Adaptations Policy

1 Introduction

- 1.1 This policy sets out the approach that T3 Residential Limited ("**T3 Residential**") takes to carrying out adaptations to support the changing needs of our residents.
- 1.2 The aim of this policy is to set out guidelines for how we will work to provide residents with a home that meets their individual needs. This includes enabling adaptations which will support their additional needs caused by long-term illness, disability or infirmity.
- 1.3 We are committed to supporting our tenants to remain in their homes where possible as their needs change. We will work closely in partnership with relevant agencies to ensure the best outcome for our residents.
- 1.4 This policy applies to all rental properties owned by T3 Residential.

2 Legal and Regulatory Responsibilities (not exhaustive)

- 2.1 This policy is aligned with the following legislative and regulatory requirements:
- Equality Act 2010;
 - The Disability Discrimination Act 1995, 2005;
 - Community Care (Delayed Discharges) Act 2003;
 - Housing Grants Construction and Regeneration Act 1996;
 - NHS & Community Care Act 1990;
 - Carers (Recognition and Services) Act 1995;
 - Regulator of Social Housing's Safety & Quality Standard; and
 - Regulator of Social Housing's Transparency, Influence and Accountability Standard.

3 Equality and Diversity

- 3.1 We adhere to the provisions of the Equality Act 2010. T3 Residential does not discriminate against residents on account of their age, disability, gender reassignment, marriage and civil partnership status, pregnancy and maternity status, race, religion or belief, sex or sexual orientation.
- 3.2 We work in accordance with our Equality, Diversity & Inclusion Policy, ensuring that appropriate advice and assistance is given to those disadvantaged in the community and/or with an assessed health and/or social care need that require support. This includes ensuring that adequate translation and interpretation facilities, easy to read material, induction loops etc. are available.

4 Definitions

- 4.1 An adaptation is an adjustment or addition to any aspect of a property which is provided in order to make it easier or safer to use by a resident.
- 4.2 A minor adaptation is an adjustment or addition which is expected to cost under £1,000 (e.g. internal door threshold ramps). We will aim to complete the minor adaptations within 8 weeks. This will be carried out without the recommendation of an Occupational Therapist, where there is a clear and pressing need for such work and at the discretion of T3 Residential. This is in line with the National Housing Federation and College of Occupational Therapists good practice

guidance 'Minor adaptations without delay'.

- 4.3 A major adaptation is an adjustment or addition which is expected to cost over £1,000. Major adaptations will need to be formally referred by an Occupational Therapist through the local authority or Social Services. Major adaptations are typically funded through the local authority's Disabled Facilities Grant programme.

5 **Requesting Adaptations**

- 5.1 A T3 Residential tenant or those who are supporting or working with them may submit a request for an adaptation. Where a request has been made, we may refer to the relevant local authority team for a visit and assessment by an Occupational Therapist. If requested, we can support the tenant in arranging this visit.
- 5.2 At this visit, the Occupational Therapist may undertake a 'suitability and needs assessment', the output of which will be provided to T3 Residential in order to assess whether any adaptations are required.

6 **Required Adaptations**

- 6.1 Where an adaptation has been considered as a requirement, we will consider on a case-by-case basis whether we will fund the cost of the adaptation. Minor adaptations will be covered through T3 Residential's annual budget. Where major adaptations works are required, we expect that the cost of the required adaptation will be funded by the relevant public sector authority.
- 6.2 We will support any tenant requiring adaptations in applying to the local authority for a Disabled Facilities Grant. We would expect local authorities to arrange for these works to be undertaken directly.
- 6.3 Once a funding route for an adaptation is agreed, the tenant will then need to get permission from T3 Residential for the works to go ahead. When considering whether or not to give approval, we will consider a range of factors including the agreed funding arrangements, all relevant reports on the proposed works (e.g. structural implications, impact to the property and surrounding properties, and impact on communal areas), and the remaining duration of the tenancy in question.
- 6.4 Where funding is not available, we will work with the tenant to explore options such as:
- Undertaking the works directly;
 - Providing support with applications to other funding agencies;
 - Identifying alternative solutions with the support of an Occupational Therapist employed by the local authority or NHS; and
 - Exploring the potential of moving to alternative, more suitable accommodation.

7 **Refusal of Adaptation Requests**

- 7.1 T3 Residential reserves the right to refuse any adaptation request, although it should be noted that our priority is achieving a beneficial outcome for the tenant at all times. Circumstances in which we would consider refusing an adaptation request include:
- Where the property in question is scheduled for major refurbishment or other modification within the next two years;
 - Where the tenant making the request is actively seeking other accommodation;
 - Where the tenancy is less than 12 months old;
 - Where the tenancy is due to end within 12 months;
 - Where the adaptation requested is not structurally practicable;

- Where the works are structural, and/or are likely to reduce the value of the property significantly;
- Where the property in question is under-occupied or over-crowded; and
- Where the adaptation is highly specific and would render the property difficult to let to future tenants (e.g. a level-access shower not on the ground floor).

7.2 If an adaptation request is refused and the adaptation is necessary for the tenant to continue to occupy the property, we will support the tenant to find alternative accommodation which matches their housing requirement and need.

8 **Maintenance of Adaptations**

8.1 Once adaptations have been installed, we will maintain and repair these through our repairs and maintenance service to ensure they remain effective and in good working order. Reasonable adjustments may be made to repairs timescales taking into account the needs of the tenant and the impact of the loss or impairment of the amenity to the tenant.

8.2 Tenants will themselves be responsible for the maintenance and replacement of aids and adaptations that they have arranged directly.

9 **Where an adaptation is no longer required**

9.1 There may be circumstances where a household no longer require the adaptations made to the property, for example because the person requiring the adaptation has moved out. Where this is the case and the tenant is still in occupation the household will not have to move until the end of their tenancy, however we will offer support to the household to voluntarily move-on to a non-adapted property so that the adaptation can be used for someone who requires it.

9.2 If the tenant moves out and no longer lives in the property, the remaining household members will not have the right to stay. In most cases, we will require the household to vacate the property. T3 Residential will work with the relevant Local Authority to facilitate this process.

10 **Appeals and Complaints**

10.1 Where a tenant is not satisfied with a decision taken under this policy, they can appeal using the process outlined in our Complaints Policy.

11 **Policy Review**

11.1 The board is responsible for maintaining, implementing, monitoring, and evaluating this policy to ensure it remains current.

11.2 The policy will be reviewed every two years or more frequently as a result of an incident occurring, feedback obtained, internal/external audits and change in legislation or regulation. This process ensures the policy continues to be appropriate, adequate and effective.

12 **Background Documents**

12.1 This policy should be read in accordance with the following policy documents:

- Complaints Policy;
- Equality, Diversity and Inclusion Policy;
- Repairs and Maintenance Policy;
- Allocations and Lettings Policy; and
- Asset Management Policy.

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