



***AIDS AND ADAPTATIONS
POLICY
2026 - 2029***

Aids and Adaptations Policy

Adopted / Date Reviewed:	May 2024
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Contact Officer:	Sally Vardy – Investment Manager
Policy Version:	2 nd Version
Version Reviewed by: Version Approved by:	Strategic Delivery Group - August 2026 Customer Forum – June 2026
Policy Links:	Repairs and Maintenance Policy Succession Policy Lettings Policy Rent and Service Charge Policy Mutual Exchange Policy Equality and Diversity Policy Asset Management Strategy Fire Safety Policy Mobility Scooter Policy Reasonable Adjustments Policy Safeguarding and Vulnerable Adults Policy Lift Management Procedure
Brief Policy Summary:	
- The Policy describes what we will do to facilitate the customers accessing the adaptations they require to live independently in their homes. - Key Points: - We will carry out minor adaptations free of charge to older and/or vulnerable customers and will take on future maintenance responsibility. - We will not carry out major adaptations; these will be referred to the Local Authority Disabled Facilities Grant (DFG) Scheme. If needed, we will support the local Authority to complete major adaptations when required.	

- *Recommendations from Person Centered Risk Assessments will be treated as an Aids and Adaptation request.*

- *We will work with the Local Authority and Social Services teams to ensure that adaptation budgets are maximised, and works are delivered efficiently and effectively.*
- *We will record where adaptations are installed.*
- *We will not maintain equipment installed for customers through the DFG scheme; the maintenance obligation will remain with the customer aside from exclusions included in this policy.*
- *We will not be responsible for subscriptions of fees associated with monitoring of alarms or sensors.*
- *We will inform the customer of their ongoing maintenance responsibilities when permission for adaptation is granted and the likely costs of these.*
- *We will take responsibility for permanent alterations to the structural elements of the building and equipment that is left in the property at the point of letting.*
- *Where adaptations vary the number of bedrooms we will apply the maximum rent charge.*
- *We will provide alternative housing to customers who succeed a tenancy on an adapted property if they have no need for the adaptations and the type of adapted property is in demand or cannot be removed.*
- *We may refuse Mutual exchanges where a customer has no need of adaptations within the house they are proposing to move to.*
- *We will be unable to provide adaptations to leasehold and shared ownership occupants.*

Table of Contents

<i>Introduction</i>	<i>5</i>
<i>Objective</i>	<i>5</i>
<i>Purpose</i>	<i>5</i>
<i>Scope.....</i>	<i>5</i>
<i>The delivery of Aids and Adaptations</i>	<i>5</i>
<i>Reasons for the Refusal of Adaptation Requests</i>	<i>7</i>
<i>Completed Aids and Adaptations</i>	<i>7</i>
<i>Impact on Rent Charges</i>	<i>8</i>
<i>Maintenance Obligations</i>	<i>8</i>
<i>Re-placement of adaptations</i>	<i>9</i>
<i>Mutual Exchanges</i>	<i>9</i>
<i>Re- Providing an adapted Property</i>	<i>9</i>
<i>Legislation</i>	<i>9</i>
<i>Reasonable Adjustments</i>	<i>10</i>
<i>Monitoring and Reviews</i>	<i>10</i>
<i>LHP (LHP) Equality and Quality Impact Assessment (EQIA)</i>	<i>11</i>

Introduction

1. *This policy describes how Lincolnshire Housing Partnership (LHP) will manage the provision of Aids and Adaptations in our customers' homes.*

Objective

2. *The policy objectives are to ensure that we:*
 - *Provide a high-quality Aids and Adaptations service to enable disabled customers of the association to live safely and more independently within their homes, through efficient management of resources and funding.*
 - *To ensure that all LHP customers who require an adaptation receive an equitable and efficient service.*

Purpose

3. *This policy sets out our approach to providing aids and adaptations that support disabled and vulnerable customers to live safely, independently and with dignity in their homes. It establishes a clear, fair, and consistent framework for assessing requests, determining responsibilities, managing funding routes, and delivering adaptations in a timely and effective way. The policy also ensures compliance with relevant legislation, promotes equality of access, and supports the organisation's commitment to excellent customer service through effective partnership working and responsible asset management.*

Scope

4. *This policy applies to all permanent customers of LHP who hold an Assured, Assured Shorthold or Starter Tenancy. It covers assessment, approval, delivery, funding and ongoing management of aids and adaptations within LHP homes, including minor and major adaptations, maintenance responsibilities, and the circumstances in which requests may be refused.*

The delivery of Aids and Adaptations

5. *The delivery of aids and adaptations within LHP's homes will fall into one of two categories that are both subject to availability and funding from the relevant sources:*

Minor Aids and Adaptations

6. *Aids and adaptations with a gross cost of £1,000 or less which are typically small-scale non-permanent alterations such as, but not limited to:*
 - a) *Installation of lever taps*
 - b) *Installation of internal and external grab rails*
 - c) *Installation of half steps*
 - d) *Widening of short sections of pathway*

- e) *Equipment for the visually or hearing impaired such as strobing smoke detectors*
 - f) *Installation of additional sockets or re-positioning existing sockets*
7. *Minor adaptations will be funded through the association's own Repairs and Maintenance Budget up to £1000 per OT request per condition. Any multiple minor adaptation referrals will either be grouped together and a major referral supported by the local authority will be made.*
 8. *Requests for minor adaptations can be made directly by the customer to LHP and where the age criteria (65 and over) or the presence of a disability is satisfied, the minor adaptation will be processed.*
 9. *LHP will aim to ensure that minor adaptations are completed in accordance with the timescales for a Routine Repair (i.e., 20 days).*

Major Adaptations

10. *Adaptations with a gross cost of over £1,000 which will tend to be permanent alterations to the facilities or structure of the property such as, but not limited to:*
 - *Installation of over bath showers, level access showers, or wet rooms*
 - *Installation of ramped access to dwellings*
 - *Installation of stairlifts or through floor lifts*
 - *Installation of hoists or other lifting equipment*
 - *Installation of adapted kitchens.*
 - *Construction of extensions comprising additional bedrooms or bathrooms.*
11. *Any significant structural changes to the building, such as extensions that could affect long-term viability of accommodation will need to be signed off by the Investment Manager and the Strategic Lead for Place.*
12. *These types of adaptations will be funded and carried out by the relevant Local Authority through the statutory Disabled Facility Grants (DFG) scheme. LHP will ensure that all people making requests for major adaptations are signposted to the relevant Social Services Occupational Therapist (OT) department to begin the process which will start with a formal assessment.*
13. *Major adaptations funded by the Local Authority may be subject to means testing and therefore depending on circumstances customers may be required to contribute to the cost. This will be determined and managed by the representing local authority.*
14. *LHP will not unreasonably withhold permission for the Local Authority to carry out major adaptations. However, there are some specific grounds where this may be the case which are detailed in section 6.*
15. *Where the estimated costs of the adaptations are borderline between minor and major, LHP will consider each case on its merits taking into account the vulnerability of the household. A panel comprising the Investment Manager and Strategic Lead for Place, will consider the case and conclude the decision. Any appeals against decisions made will follow the organisation's Complaints Policy and Procedure.*

16. *Where the customer requires more than one adaptation the gross costs of the entire works package will be considered, not the costs in part. For example, a customer requires 5 internal doors widening at a cost of £300 each. The gross cost would be £1,500.*
17. *Where there is an urgent requirement for an element of the works to be complete which in isolation would fall under the definition of a minor adaptation it will be considered in consultation with the Occupational Therapist.*
18. *Where we receive a request to undertake adaptation work from a Local Authority, we will aim to give a reply within 5 working days.*
19. *Recommendations arising from the completion of a Person-Centered Risk Assessment (PCRA) will be considered as an aids and adaptation request as they are borne specifically as a result of an individual's disability and will follow the same process outlined in this policy, i.e. an additional detector would be considered as a minor adaptation whereas a sprinkler system would be considered as a major adaptation.*

Reasons for the Refusal of Adaptation Requests

20. *We will not unreasonably withhold permission for the Local Authority to undertake adaptation work on a customer's behalf; however, there are circumstances where refusal is deemed reasonable and these are:*
 - *When the customer's circumstances are of a complex nature and/or the proposed adaptations may have a very significant impact on the property itself and there is a possibility of more suitable accommodation being available for the customer.*
 - *Where the effect of the adaptation works will be detrimental to the ability to re-let the property.*
 - *Where the adaptation works are detrimental to the value of the property.*
 - *Where the adaptation work will decrease the size of the property.*
 - *Where the adaptation work will create an excessive future maintenance liability.*
 - *Where the property is under-occupied by two bedrooms or more. In these circumstances LHP will look to move customers to a more suitable property. Couples who need separate bedrooms for medical reasons will not be adversely affected by this rule and we will seek advice from medical professionals in such cases.*

Completed Aids and Adaptations

21. *All aids and adaptations work completed in a property will be recorded as part of the property details in the Housing Management System. Wherever practical, this information will be used to ensure that any future allocations are made to applicants requiring such adaptations.*
22. *If a Local Authority wished to develop a Disabled Housing Register, either locally or sub-regionally, to facilitate the matching of disabled customers with properties suitably adapted for their needs, we will work with them to do so.*
23. *We will take into consideration information on the needs and requirements of disabled applicants which we aim to be utilised to inform any subsequent development programmes.*

Impact on Rent Charges

24. *Where the proposed major adaptations create a larger or smaller property through the addition or conversion of a bedroom it would be eligible for a variation to the rent charge. We will inform the customer of its intention to charge the maximum applicable rent increase or decrease to the property as described by the rent setting regulations, until such point that it aligns with properties of the same size. This will be the maximum rent variation allowed by the rent setting regulations (this is currently CPI + 1%) and so it may take several years to achieve the target rent for the adapted property.*
25. *Should the property become void before the rent reaches its new target level then the opportunity to rebase the rent charge will be taken before the property is relet.*

Maintenance Obligations

26. *For the purposes of this policy the term 'maintenance' means the servicing, inspection, testing, and repair that is necessary to keep the equipment in a good, safe state of repair and compliant with legislative requirements.*
27. *LHP will be responsible for the maintenance of minor adaptations.*
28. *LHP will not be responsible for any subscriptions or costs associated with the monitoring of, or response to alarms, these will remain the customer's responsibility.*
29. *As a general principle LHP will not be responsible for the on-going maintenance of equipment that has been installed as part of a Disabled Facilities Grant, over and above what it would usually expect to maintain during the course of the tenancy, for example the thorough inspection and servicing of domestic lifting equipment, clos-o-mat WC's, shower pumps, and replacement screens in dwellings where our normal specification for a shower would not call for this item to be fitted.*
30. *We will not be responsible for the maintenance of any equipment during the warranty period for equipment installed under a Disabled Facilities Grant.*
31. *At the expiration of the warranty period the customer will become responsible for the on-going maintenance, testing, inspection, and servicing of the equipment outside of exclusions listed in this policy.*
32. *LHP generally as a rule ensure that any equipment is removed from void properties before letting. However, there may be circumstances where the decision is made to retain equipment and, in this case, LHP will take responsibility for the on-going maintenance of the equipment and its later replacement. When this equipment reaches the end of its warranty period we will remove the equipment.*
33. *When permission for the major adaptations is granted, the customer will be informed in writing of their on-going maintenance responsibilities and where practical the approximate costs of servicing at that point in time.*
34. *Where the major adaptation incorporates an extension to the structure of the building, LHP will accept responsibility for the future maintenance of the structure and standard fittings i.e., walls, floors, roofs, windows, doors, above underground drainage heating distribution system, fixed wiring, standard sanitaryware. This does not include any pumps for wastewater*

discharge, lifting equipment, clos-o-mat toilets, floor coverings, etc. and is subject to the provision of all legislative completion documentation and certification from the Local Authority such as but not limited to:

- Planning permission
- Building Regulations completion certificate
- Electrical Inspection Reports
- Fensa Certification
- Landlord Gas Safety Record
- Asbestos Survey and Removal documentation

Re-placement of adaptations

35. LHP will be responsible for the replacement of minor adaptations where the customer has a need for the adaptation.
36. LHP will not be responsible for the replacement of major adaptations at the end of their useful, economic life. Customers will be signposted to the Disabled Facilities grant scheme as a re-assessment of need will be required by the OT as circumstances and need could have changed over the period of installation.

Mutual Exchanges

37. Where the terms of the tenancy agreement(s) provide that consent to an exchange can only be withheld if one or more of the grounds for “Withholding consent to Assignment By way of Exchange”, as set out in Schedule 3 of the Housing Act 1985 (as amended) is / are applicable. LHP will refuse an exchange under ground c) shown below:
 - a) Where possession proceedings have started, a notice seeking possession has been served, or a possession order is in force (including suspended or postponed orders).
 - b) Where the exchange would result in under or over-occupation.
 - c) Where the accommodation is reserved for people with special needs, such as housing for the elderly or an adapted property designed for a physically disabled person and the tenant does not have these needs.

Re- Providing an adapted Property

38. If there is a statutory or contractual succession to someone who is not the Spouse of the tenant who has died and the Company determines that the property has special features which make it suitable for a person with disabilities and the person succeeding does not need them; then they will be asked to seek suitable alternative accommodation and will receive priority on the Housing Register to facilitate this in accordance with the Succession Policy.

Legislation

39. References:

- Delivering Housing Adaptations for Disabled People: A Detailed Guide to Related

Legislation, Guidance and Good Practice' Issued by The Home Adaptations Consortium 2013.

- *Equality Act 2010 (Section 36(1)(a), Paragraph 2, Schedule 4, and Section 190)*
- *The Chronically Sick and Disabled Persons Act 1970 (sections 1 and 2)*
- *The Housing Grants Construction and Regeneration Act 1996 (Section 23)*
- *Local Authority Allocation Schemes*
- *For adults in the Care Act 2014; and for children in Part 3 of the Children Act 1989, as well as section 2 of the Chronically Sick and Disabled Person's Act 1970.*

Reasonable Adjustments

40. *Reasonable adjustments will be considered and implemented where practicable to ensure that customers are able to access and benefit from the aids and adaptations services on an equitable basis.*
41. *This may include making adaptations to our standard processes, communications, or service delivery arrangements to meet individual needs arising from disability, health conditions, or other vulnerabilities.*
42. *All requests for reasonable adjustments will be assessed on a case-by-case basis, considering the specific circumstances of the individual, the effectiveness of the proposed adjustment, and any relevant legal or regulatory requirements.*
43. *We are committed to removing barriers, promoting inclusivity, and ensuring that no individual is disadvantaged when accessing their services.*

Monitoring and Reviews

44. *To monitor the quality of the overall service, we will ask customers who have benefited from the aids and adaptations service to complete a satisfaction survey.*
45. *The Repairs Operations Manager is responsible for delivering and monitoring the volume and expenditure for minor adaptations.*
46. *The Investment Manager is responsible for reviewing the policy, granting permission for major adaptations, and recording adaptations in the Housing Management System.*
47. *The Strategic Lead for Place is responsible for discussing housing options with customers where adaptations are not deemed suitable for the current property.*
48. *The Strategic Lead for Place is responsible for monitoring the mutual exchange and succession of adapted properties.*

LHP (LHP) Equality and Quality Impact Assessment (EQIA)

Title of Policy/Event/Decision: Aids & Adaptations Policy

Lead Officer(s): Sally Vardy

Date of EQIA: May 2026

<i>Scope and Purpose</i>	
<i>Briefly describe the policy/event/decision being assessed:</i>	<i>This policy presents how LHP aims to deal with aids and adaptations within our properties.</i>
<i>What is the aim or purpose of this policy/decision?</i>	<i>The Policy describes what we will do to facilitate the customers accessing the adaptations they require to live independently in their homes.</i>
<i>Which departments or groups will be affected by this policy/event/decision?</i>	<i>Assets, Neighbourhoods, Planners, CSC, Customers & Compliance.</i>
<i>Data Collection and Evidence</i>	

What data or evidence have you used to identify how different groups may be affected? (e.g., tenant demographic data, service usage statistics, consultation feedback)	<i>The current Equality, Diversity and Inclusion (EDI) analysis report shows that 14,403 customers (64.5%) have EDI data collected. This sample base will be used to compare with the customers who have accessed the minor and major adaptations process with the customer data of those who have not accessed the service. 1067 cases recorded on the EDI sheet have accessed the minor adaptations service. 61 cases recorded on the EDI sheet have access to the major adaptations service.</i> <i>The current age profile of all customers leans towards the older generation with 33.4% of customers aged 65+. This directly correlates with the data from the EDI analysis report of minor adaptations as out of the 1950 minor adaptations reviews, 51.5% were completed for customers aged 65+. Furthermore, for Major adaptations based on 83 responses, 41% are aged 65+. This suggests a high representation of the older generation as the customer group require the adaptation service the most.</i> <i>57% of all LHP customers identify themselves as having a disability which shows a strong need for adaptations for LHP customers.</i> <i>There are 11.34% of customers who have accessed the minor adaptations service and 4% who have accessed the major adaptations service who have declared that they do not have a disability. This suggests that some users may not identify as having a disability despite the need for adaptations.</i> <i>48.36% of customers who have access minor adaptations service and 40.4% who have accessed the major adaptations service state that their disability has a lot of impact to them which shows that the suggests that the service is reaching the people who require it the most, however as 934.6% of data is missing from the minor works customers and 47.5% of data is missing from major works customers, the sample is reduced and limits the full understanding.</i> <i>13.4% of minor adaptation customers and 8.1% of major works customers have stated that they require a service adjustment. The low numbers suggest that adjustments are not consistently captured but that there is a clear need for reasonable adjustment.</i>
What does this data tell you about the potential impacts on different equality groups?	<i>The data shows that the policy significantly impacts the older demographic more than the younger demographic, especially those who state that their disability impacts their daily life significantly.</i> <i>However, the data shows that the service is not used exclusively by those who consider themselves to have a disability.</i>

There is also a clear need for service adjustment for this service.					
RAG Impact Assessment on Protected Characteristics					
Use the RAG system to assess the level of potential impact for each protected characteristic:					
Red (High Risk): Significant potential for negative impact requiring immediate action to mitigate. Amber (Medium Risk): Some potential for negative impact, which can be mitigated with changes. Green (Low or No Risk): Little to no negative impact identified.					
Ensure that you state reasons (the why) for your justifications.					
Protected Characteristic	Impact (Positive, Negative, Neutral)	RAG Rating	Description of potential impact	Mitigation/Enhancement Actions	Responsible Officer
Age	Positive	Green	Policy applies equally to all age groups, though mainly associated with the older generation.	Reasonable adjustments will be made throughout the adaptations process to ensure older people can access the service equitably. This may include accepting referrals from carers or family members.	Sally Vardy
Disability	Positive	Green	Policy directly aids customers to live independently in their homes.	Reasonable adjustments will be made throughout the adaptations process to ensure people impacted by disabilities can access the service equitably. This will include providing information in accessible formats (such as large print or brail) or accepting referrals from carers, family	Sally Vardy

				<i>members, or occupational therapists.</i>	
<i>Gender Reassignment</i>	<i>Neutral</i>	<i>Green</i>	<i>No specific impacts identified.</i>	<i>N/A</i>	
<i>Marriage and Civil Partnership</i>	<i>Neutral</i>	<i>Green</i>	<i>No specific impacts identified.</i>	<i>N/A</i>	
<i>Pregnancy and Maternity</i>	<i>Neutral</i>	<i>Green</i>	<i>No specific impacts identified.</i>	<i>N/A</i>	
<i>Race</i>	<i>Neutral</i>	<i>Green</i>	<i>No specific impacts identified.</i>	<i>N/A</i>	
<i>Religion or Belief</i>	<i>Neutral</i>	<i>Green</i>	<i>No specific impacts identified.</i>	<i>N/A</i>	
<i>Sex</i>	<i>Neutral</i>	<i>Green</i>	<i>No specific impacts identified.</i>	<i>N/A</i>	
<i>Sexual Orientation</i>	<i>Neutral</i>	<i>Green</i>	<i>No specific impacts identified.</i>	<i>N/A</i>	
Mitigating Negative Impact					
What actions will you take to reduce or mitigate any identified negative impacts? Provide specific mitigation measures for each characteristic where a negative impact (Red or Amber	• Creating QL process that allows the wider business to be able to provide progress updates when requested by customers. This will result in the CSC team having live information on adaptation cases and being able to give feedback to customers at point of contact as opposed to waiting for a callback. • This will be partnered with a letter package to keep customers informed at every stage of the process. The letter package will assist customers who are hard of hearing, have conditions that impact memory and those who may not have English as there first language.				

rating) was identified.	<i>This process will be communicated to customers in different formats to ensure inclusion to all customers.</i>
Who is responsible for implementing these actions?	Sally Vardy
Consultation and Engagement	
Have you consulted any stakeholders or equality groups? If so, who and how?	A customer consultation took place with customers who have used the service. LHP colleagues from the customer team, customer experience team, change team and asset management team.
What feedback have you received, and how has this influenced your assessment?	The main consideration from the customer feedback was that the customers believe their experience would have been more positive if they were made aware of the progress of their adaptation.
Decision Making	
How has this EQIA informed or influenced the final decision?	The EQIA ensured that the policy framework promotes fairness while addressing the needs of equality groups.
Were any changes made to the policy/decision as a result of the EQIA?	Yes, as a result of the consultation, a letter package is being produced, and a new QL process is being developed that aims to streamline how adaptations are managed.
Monitoring and Review	
How will you monitor the actual impact of the policy/decision once it is implemented?	Impact will be monitored via customer feedback and employee feedback. Data will be reviewed annually, and the following will be reviewed to assess policy impact: - Number of minor works requested that they have an initial appointment booked in within 20 working days. - Average number of days between minor works request and minor works completion (Excluding No access)
When will the policy/decision be reviewed?	The policy will be reviewed every three years or earlier if significant issues or changes arise.
Sign-Off	

<i>EQIA Completed</i> <i>By:</i> <i>Lead Officer(s)</i> <i>Name(s):</i> <i>Date:</i>	<i>Sally Vardy – May 2026</i>
<i>Approved By:</i> <i>Approval Name:</i> <i>Date:</i>	<i>Abigail Iyaho</i> <i>Strategic Inclusion Lead</i> <i>28/07/2026</i>