

# Aids and Adaptations Policy

This policy sets out Bromford Flagship LiveWest’s approach to assessing, approving, delivering, and maintaining aids and adaptations in our homes, so that customers with disabilities or long-term health conditions can live safely, independently and with dignity. It is underpinned by legal duties, regulatory expectations, and our commitment to fairness, accountability, and transparency.

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| Department                         | Property Services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                  |
| Policy owner                       | Director of Property Services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                  |
| Approved date                      | June 2026                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                  |
| Date for review                    | June 2029                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                  |
| Approving body                     | Executive Customer & Place Committee                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                  |
| Associated legislation/ regulation | Equality Act 2010<br>Care Act 2014<br>Chronically Sick and Disabled Persons Act 1970<br>Housing Grants, Construction & Regeneration Act 1996<br>Building Safety Act 2022<br>Landlord & Tenant Act 1985<br>Health & Safety at Work Act 1974<br>Management of H&S at Work Regulations                                                                                                                                                                                                                                                                  | 1999 Data Protection Act 2018 / UK GDPR<br>Housing Health and Safety Rating System<br>Part M Building Regulations<br>BS8300 inclusive design<br>Regulator of Social Housing Consumer Standards 2024<br>Housing Ombudsman Complaint Handling Code |
| Legal advice from                  | N/A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                  |
| Equality impact assessment date    | 27/11/2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                  |
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| Publication status                 | Colleague intranets and Customer Website                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                  |
| Approval                           | This policy was approved by [for example the BFL Board] and is applicable to: <ul style="list-style-type: none"> <li>• Bromford Housing Association Ltd (operating as Bromford)</li> <li>• Bromford Home Ownership Ltd (operating as Bromford)</li> <li>• Merlin Housing Society Ltd (operating as Bromford)</li> <li>• Flagship Housing Limited (operating as Flagship)</li> <li>• LiveWest Homes Ltd (operating as LiveWest)</li> </ul> Any references to Bromford Flagship LiveWest should be interpreted as equally applicable to all the above. |                                                                                                                                                                                                                                                  |

## Purpose/principles

We provide adaptations so that customers can remain safe, independent, and comfortable in their homes when their disability or health condition affects day-to-day living.

We commit to:

- Treating customers with dignity, compassion, and respect, without discrimination.
- Providing clear, timely, and fair decisions.
- Making reasonable adjustments in line with our Vulnerability, Inclusive Service & Reasonable Adjustment Policies.
- Minimising disruption wherever possible and supporting customers to stay at home safely during works.
- Considering alternative housing options when a home is not suitable for major changes or the customer's future needs.
- Making decisions based on transparent principles including safety, fairness, and long-term sustainability of the home.
- Ensuring adaptations deliver meaningful and lasting benefits to customers' wellbeing and independence.
- Acting as a responsible guardian of our homes so they remain suitable for current and future households.
- Recording our decision making and reviewing this annually to ensure consistency and fairness.

## Consumer Regulation

**Safety and Quality Standard** – we will assist customers who request an adaption. This policy and our customer information will communicate how we do this.

**Transparency, Influence & Accountability Standard** – this policy and associated guidance will ensure fair and equitable outcomes for customers, considering their diverse needs.

**Neighbourhood & Community Standard** – we will cooperate with relevant partners to provide customers with adaptations.

**Tenancy Standard** – We aim to make the best use of adapted homes when they are available for reletting and will prioritise shortlisted applicants who require the adaptations installed in the home. We will support customers to sustain their tenancies in a range of ways, including the provision of suitable adaptations that meet the criteria set out in this policy.

## Scope

This policy applies to:

- All rented homes owned and managed by Bromford Flagship LiveWest
- Communal areas where reasonable adjustments are required
- All colleagues, contractors, and surveyors involved in the provision or maintenance of adaptations

**This policy does not apply to:**

- **Leasehold and Shared Ownership homes** – we can offer advice and consider requests for permission, but we do not fund or arrange works. Customers are responsible for the cost and delivery of adaptations.
- **Major adaptations where only licence arrangements exist** – we will not provide major adaptations in short-term, temporary accommodation.
- **Portable aids and standalone equipment funded by others** – we do not service or maintain this equipment and will provide advice only.
- **Adaptations for non-eligible occupants** – adaptations are for current customers and people named as part of the household where the property is their principal home.
- **Right to Buy / Right to Acquire applications** – we cannot approve major adaptations where there is an active application.
- **Ongoing and serious tenancy breaches** – we are unlikely to fund adaptations until this is resolved. We will consider individual circumstances fairly.

## Roles/responsibilities

**Board / Committees** provide oversight and obtain assurance that statutory and regulatory requirements are met.

**Executive Leadership Team / Directors** are accountable for consistent implementation and compliance.

**Heads of Service / Service Leads** ensure colleagues understand and apply this policy and provide assurance on compliance.

**Customer-Facing Colleagues** support customers to request adaptations and escalate concerns where needed.

**All Colleagues and Contractors** will understand the policy as it applies to their role, complete any required training, and deliver work safely and respectfully in customers' homes.

## Policy content

### What are Aids and Adaptations?

Aids are non-fixed items of equipment designed to support people with everyday activities. Local Authority Social Care or Health Services are usually responsible for providing these following an assessment by an Occupational Therapist (OT), who may prescribe or recommend suitable equipment to meet a customer's needs.

We do not provide or fund portable equipment or other non-fixed aids. Instead, we will signpost customers to the relevant Local Authority or partner organisation for support.

Adaptations are alterations to a home that enable customers to access and use essential facilities safely and independently.

Adaptations are classified as follows:

#### Minor Adaptations:

- Small-scale changes that cost up to £1,000 (including VAT)
- Typically installed without the need for an OT assessment
- Examples include grab rails, lever taps, or handrails

#### Major Adaptations:

- Larger or more complex works costing over £1,000 (including VAT)
- Usually requires an Occupational Therapist's assessment or referral from a relevant medical professional
- Examples include; level-access showers, ramps, or stairlifts

All adaptations are delivered in line with relevant legislation and guidance, including the Housing Grants, Construction and Regeneration Act 1996, the Equality Act 2010, and the Homes (Fitness for Human Habitation) Act 2018.

### Service commitments

We will:

- Provide clear information to ensure customers can understand their rights and options
- Act fairly, consistently, and without discrimination
- Keep customers informed throughout the process

- Ensure continued access to essential facilities
- Work respectfully within customers' homes
- Learn from customer feedback and experiences to improve services

We will involve customers with lived experience of adaptations in shaping future improvements to this policy and the services that support it.

### **How to Request Support**

Customers, their families, or professionals (such as Occupational Therapists or social workers) can request an adaptation in the following ways:

- Via our website or online referral form
- By email or telephone
- In person at one of our offices

We aim to make the process as straightforward as possible and will not expect customers to repeat their story unnecessarily.

Once a request is received:

- Minor adaptations are normally completed within 28 calendar days from the date of request where we carry out the works ourselves, or within 28 calendar days from the date the contractor order is raised where works are delivered by a third party, subject to property access and the availability of materials.
- Where an adaptation is identified as a serious medical or safety-related priority, we will fast-track permission for works wherever possible, with an aim of authorising the request within two working days.

We are unable to provide guaranteed timescales for every request because of the volume of requests, the complexity of works, and the unique circumstances of each case. Timescales can be influenced by factors such as Occupational Therapist assessments, funding approvals, property type, access arrangements, and material availability. However, customers will be kept informed of expected timeframes and progress throughout the process.

We may be able to provide minor adaptations that assist customers who are waiting for a major adaptation.

## **Working in Partnership**

We work closely with Occupational Therapists and Local Authorities to assess needs and prioritise appropriately, including works funded through Disabled Facilities Grants (DFG).

For DFG-funded works, we operate a two-stage consent process:

- Agreement in principle to the proposed approach, based on the identified need.
- Formal approval once detailed designs and specifications are provided, ensuring they are consistent with the identified need and our design and safety guidance.

Where customers choose to fund their own adaptation, they must obtain our permission before planning or starting any works. Permission will not be unreasonably withheld; however, reinstatement of the property to its original condition may be required when the customer moves out. We will make this clear when we give consent.

Any works carried out without permission may be treated as a breach of tenancy and may need to be removed.

## **Safety & Suitability**

Adaptations must:

- Be safe and legally compliant
- Not increase risks in shared areas (such as fire safety or emergency escape routes)
- Be reasonable and practicable, given the design, layout, and condition of the home

We will consult with relevant specialist teams and external agencies where needed to ensure works are appropriate and compliant.

Adaptations will align with our long-term investment and asset sustainability plans. When we carry out planned improvement works (for example, installing new kitchens or bathrooms), we will consider any known adaptation needs so that suitable solutions can be built in where this is practical and cost-effective.

Decisions will always prioritise customer safety and protect the future letting potential of homes and communal areas. They will be based on criteria including, but not limited to:

- The customer's medical condition and personal circumstances
- The customer's current and future housing need
- The impact on the customer and their household
- The property design, location, and neighbourhood context
- 'Reasonable and practicable' assessment

- ‘Necessary and appropriate’ assessment
- Agreed timescales
- Local Authority and Bromford Flagship LiveWest’s budget availability
- Consideration of social value outcomes

Where adaptation works may temporarily prevent the safe use of essential facilities (for example, kitchens or bathrooms), appropriate arrangements will be made to ensure customers are not left without access to basic amenities. If medically required, temporary or respite accommodation or alternative arrangements will be considered in accordance with our procedures for this.

If a customer requires major adaptations, we may discuss whether an alternative home could meet their needs more effectively or sooner. Where appropriate, practical support may be offered to help the customer find and move to a suitable home.

## **Funding**

Major adaptations are generally funded through a Disabled Facilities Grant (DFG) or as part of planned investment in the home.

Once a DFG referral is received from the Local Authority, we will review our planned works schedule for the property. If the relevant component (for example, a bathroom, kitchen, electrical, or heating system) is already due for replacement, we will endeavour to include the adaptation within the current financial year’s planned programme.

We do not routinely fund adaptations where there is a shortfall between the cost of the adaptation and available funding. In exceptional circumstances we may consider contributing to a shortfall where:

- The adaptation is essential to maintain the customer’s safety.
- No reasonable alternative solution (including a transfer) is available within an appropriate timescale.
- The investment represents best use of resources and provides a sustainable long-term solution.
- We have funds and other resources available to commit to the project.

Decisions will be made on a case-by-case basis. In some circumstances, any funding provided may be conditional on cost recovery through a rent increase, which would take effect following the surrender and regrant of the tenancy.

If we are unable to approve or must delay an adaptation due to budgetary limitations, we will inform the customer promptly and support them to explore alternative or interim options.

All disabled adaptation works funded by us will be delivered to ensure:

- Value for money
- Good quality and fit for purpose
- Alignment with customer needs and aspirations
- Minimised future maintenance costs

### **Use, Servicing and Maintenance**

For lifts and hoists funded through a Disabled Facilities Grant (DFG), the installing organisation or Local Authority will normally provide any applicable warranty or defect cover and will be responsible for servicing and repairs during that period. After that, we will service and maintain lifts and hoists in accordance with our Lifting Equipment Safety Policy and Procedures. A service charge may be payable for this.

Customers must use and care for equipment in line with manufacturer guidance and provide access for inspections, servicing and repairs when required.

Where equipment is isolated for safety reasons, it must not be used until authorised by a competent contractor.

When a property becomes empty, equipment may be removed or replaced if it is no longer suitable or safe to remain in place.

### **Refusals, Appeals & Complaints**

We may refuse permission and/or funding where:

- The property is not structurally suitable for the adaption
- Where the adaption would severely impact future lettings
- Where a serious tenancy breach is being addressed
- Where a more suitable home would better meet long-term needs
- Where the cost is disproportionate relative to the asset life or customer need

If we refuse, we will explain why and support customers to explore alternatives, including rehousing.

Customers can appeal if they disagree with a decision. We will clearly explain the reasons for any refusal and how to appeal. Following an Appeal, if a customer is still dissatisfied, they can make a complaint, and this will be considered under Stage 2 of our Complaints Procedure.



## EIA statement

An Equality Impact Assessment (EIA) has been completed for this policy. The EIA ensures that the policy is fair, inclusive, and does not negatively impact any protected groups under the Equality Act 2010. The outcomes of the assessment will be monitored, and actions taken where needed to promote equity and improve accessibility in complaints handling.

We recognise that we may not have identified all adverse impacts on one or more protected characteristics. We welcome any feedback on, or examples of, things that we may have overlooked.

## Training statement

All colleagues involved in managing or delivering adaptation requests will receive appropriate training and guidance to ensure they understand:

- When and how to identify customers who may need adaptations
- How to communicate clearly and sensitively
- How to escalate requests and concerns appropriately

We work with approved contractors who already have the required technical competence and awareness to undertake adaptations safely and sensitively. They receive periodic updates and briefings to ensure continued alignment with our policies, standards, and customer expectations.

## Measuring effectiveness

We assess the effectiveness of this policy through:

- Delivery timescales for Minor and Major Adaptations
- Customer satisfaction and complaint themes
- OT and Local Authority partner feedback
- Quality checks of installations

## Review period

This policy will be formally reviewed every three years. Earlier review may take place if required by changes in legislation, regulation, organisational priorities, or following feedback from colleagues, customers, or stakeholders. Any updates will be approved through the appropriate governance route.

## Supporting documents

- Adaptations Procedures (Minor, Major and DFG routes)
- Customer Alterations knowledge Article
- Customer Service Standard
- Decant and Rehousing Policy
- Equality Impact Assessment
- Flowcharts for referral/approval routes
- Allocations & Lettings Policy
- Lifting Equipment policy, Lifts and Lifting Equipment Safety Standard
- Mobility Scooter policy and Mobility Scooters & Charging Guidance
- Stock Sustainability Decision Framework
- Inclusive Service Policy
- Reasonable Adjustments Policy
- Equality Diversity & Inclusion Policy
- Data Protection Compliance Policy
- Service Charge Policy
- Repairs Standard
- Electric Vehicle Charge Points for Existing Homes Policy
- Customer Alterations and Improvements Policy

## Version control

**Note:** minor updates approved by delegated authority increase version number by 0.1; major updates and formally approved versions increase version number by 1.0.

| Version | Detail                 | Approved by                        | Date                      |
|---------|------------------------|------------------------------------|---------------------------|
| 1.0     | First Issue            | Customer & Place<br>Exec Committee | 3 <sup>rd</sup> June 2026 |
| 1.1     | Policy Template update | N/A                                | 25 August 2026            |