

# Gloucester City Homes



## Aids and Adaptations Policy

In partnership with

**GLOUCESTER**  
CITY COUNCIL



**Gloucestershire**  
COUNTY COUNCIL

**NHS**  
Gloucestershire

## Contact us

### How to contact us

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[www.gloscityhomes.co.uk](http://www.gloscityhomes.co.uk)

You can also contact us using our online reporting forms.

Please note our website is speech enabled and you can adjust the size of the text and translate it to other languages.

## Get our information in other formats

If you would like any part of this document explained, translated or provided in another format such as large print, audio or Braille, please contact our Customer Services Team on 0800 408 2000.

### Bengali

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান অথবা যদি আপনার একজন ইন্টারপ্রেটারের প্রয়োজন হয়, তাহলে দয়া করে আমাদের সাথে যোগাযোগ করুন।

### Chinese

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

### Gujarati

જો તમને આ દસ્તાવેજ બીજી ભાષા અથવા રચનામાં જોઈતો હોય, અથવા જો તમને ઈન્ટરપ્રિટરની સેવાઓ જોઈતી હોય તો, કૃપા કરી અમારી સંપર્ક સાધો.

### Polish

Aby uzyskać ten dokument w innym języku lub formacie, albo jeżeli potrzebujesz usług tłumacza, skontaktuj się z nami.

### Urdu

یہ دستاویز اگر آپ کو کسی دیگر زبان یا دیگر شکل میں درکار ہو، یا اگر آپ کو ترجمان کی خدمات چاہئیں تو برائے مہربانی ہم سے رابطہ کیجئے۔

[Translation reads: If you would like this document in another language or format or require the services of a translator, please contact us.]

STATUS (Draft / Approved / Updated / Archived)	REFERENCE
Approved	GlosCityS89/Polices & Procedures/06 GCH Current Policy & Procedures/Asset Management /GCH Aids & Adaptations Policy & Procedure – Controlled.doc
<p>Important Notice: Printed paper copies of this procedure are <b>uncontrolled</b>. The current version of this procedure is available on the Intranet</p>	

**Documentation Master Sheet**  
***Amendments to this Document are Detailed Below***

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1	21.12.2005	First Draft		GIH	
2	23.01.2006	Second Draft		GIH	
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4	02.03.2006	Fourth Draft		GIH	
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6	23.01.2007	Approved	21.02.07	JM	Services & Operations Committee
7	19.01.2010	Updated	Jan 2010	PT	Services and Operations Committee
8	26.07.2010	Updated	26.07.2010	PT	Customer Forum
9	19.08.2010	Plain English update		IH	

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## AIDS & ADAPTATIONS POLICY

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### Purpose

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To help our long-term sick and disabled customers to remain in their homes and carry out essential daily activities or, if this is not possible or practical, assist them in finding suitable alternative accommodation.

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### Who is considered to be disabled under this policy?

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A person is regarded as being disabled if they have a physical or mental impairment, which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities within their home.

A long-term effect refers to disabilities:

- That have lasted for at least 12 months;
- The effects of which last for at least 12 months;
- Which are likely to last for the remainder of a person's life.

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### Who qualifies?

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We will normally only consider a request for aids and adaptations if the disabled person is the tenant, or their partner, or a member of the immediate family, who is permanently resident in the household or would be so if the adaptation was done.

Work for others, such as lodgers, will only be carried out in exceptional circumstances and then only if they have been resident with the tenant for three or more years.

Requests for major adaptations will not normally be approved where a Right to Buy application has been received. If you are on the transfer list (registered for Choice Based Lettings) each application will be considered on its individual merits.

Home-owners / leaseholders are able to apply to Gloucestershire County Council Community & Adult Care Directorate (C&ACD) or Children and Young Persons Directorate (CYPD) for help with applying for aids and adaptations and to [Gloucester City Council](#) for a Disabled Facilities Grant if they require financial assistance.

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## Who pays?

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Gloucester City Homes will normally fund adaptations up to a maximum limit of £25,000.

We will consider, on a discretionary case-by-case basis, whether to fund part or all of any costs over £25,000. Anything over £25,000, not being funded by Gloucester City Homes, will need to be funded by other means. Under such circumstances, we will discuss with the tenant the options of self funding, funding via a Disabled Facilities Grant or via charitable funding.

For adaptations, which cost over £10,000, we may move the tenant to suitable alternative accommodation, if available, to meet the needs of the disabled person or make better use of the Social Housing stock in the area.

When an adaptation is funded in part by another body, the occupational therapist (OT), the funding body and Gloucester City Homes will all have to approve the works.

If another body part funds an adaptation, their policies and procedures may also need to be applied.

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## Will I have to pay anything towards the cost?

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Gloucestershire County Council will normally provide occupational therapy recommended equipment that meets eligible social care needs free of charge.

Gloucester City Homes will normally carry out approved adaptations free of charge, subject to the conditions set out in "*Who Pays*" above.

However, where there is an on-going servicing element such as for stair lifts, this cost will be added to the rent as a Service Charge.

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## What if I want to install my own aids or carry out an adaptation myself?

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We will need to give you permission in writing for any adaptation you wish to make to your home before you have the work carried out. You will need to make a formal request to your Housing Officer stating what adaptation you wish to carry out.

If you install your own aids or adaptations, these will not normally be maintained by Gloucester City Homes, so you will be responsible for any servicing or repairs that are required.

At the end of your tenancy you may be required to remove them and make good any damage to the property. Alternatively, if Gloucester City Homes agrees to take responsibility for the alterations you would need to sign over ownership free of charge.

If the family or friends of a tenant are employed within the building trade, we will consider meeting the cost of materials only, if the tenant would prefer to carry out the work themselves. We would need to inspect completed work before making a final payment. This may be on a phased basis if appropriate.

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## Freestanding Aids

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Provided you meet the Fair Access to Care (FACS) criteria, Gloucestershire County Council will provide a range of freestanding aids suitable for the functional requirements of the customer.

Freestanding aids can include, for example:

- hoists
- toilet frames
- bed leavers
- shower chairs

There are over 200 items – full information can be provided by the County Council on request.

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## Are there any restrictions on adaptations?

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In accordance with the Housing Grants, Construction and Regeneration Act 1996, we will only carry out adaptations that are reasonable and practicable for the property.

We consider that approved **minor** and **standard** adaptations are reasonable and practicable to install in any of our accommodation:

- if they can be carried out safely without affecting the structural stability of your home; and
- if required, have been recommended by an occupational therapist.

**Major** adaptations will be considered on a case-by-case basis.

For all requests for major adaptations, we will discuss with the tenant the option of a transfer to more suitable alternative accommodation. This could include arranging a home with another Social Housing provider.

If such accommodation is available within a reasonable time from the date of application for the adaptation (normally within 6 months) the tenant would be expected to accept the alternative property.

Where such an offer is accepted, we will help with the cost of moving to the other home, up to 50% of the cost of the adaptation in your current home, less what it costs to adapt the new home.

If a tenant refuses a reasonable offer of alternative accommodation, we may refuse to undertake the requested adaptation(s). Under such circumstances, we will discuss with the tenant the options of self funding, funding via a Disabled Facilities Grant or via charitable funding.

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### **Can I have an adaptation removed?**

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Where adaptations have been carried out to a property designated for elderly people or disabled people, these will not normally be reversed e.g. where a bath has been replaced with a level access shower.

However where family accommodation has been adapted, Gloucester City Council will attempt to find an applicant suitable for the property and if unable to find one, Gloucester City Homes may remove the adaptation if they consider it to be unsuitable for the family moving in.

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### **What if I want to move after the adaptations have been carried out?**

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Following a major adaptation we would normally expect the customer to remain in the property for a minimum of five years.

However there may be exceptions where the individual's needs have changed and the occupational therapist and Gloucester City Homes agree a move is necessary e.g. if your family size changes or you need to move into supported housing. Then, if your new home requires any adaptations to meet your specific needs, we will assess and adapt the property in accordance with the terms of this Aids & Adaptations policy. Tenants who choose to undertake a mutual exchange with another tenant and in doing so move from an adapted property to one that needs adaptation would be expected to fund any adaptations themselves.

## MINOR ADAPTATIONS

Gloucester City Homes will carry out the following minor adaptations without a referral from an occupational therapist:

- Grab Bars
- Lever Taps
- Additional Stair Rails
- Lowering light switches & raising floor level sockets (wheelchair users only)
- Raising floor-level sockets (people over 65 years only)
- Smoke alarms for the deaf (may take up to 20 working days)
- Replacing recessed or knob style handles to kitchen units doors and drawers (people in elderly person designated or mobility standard properties, and for people over 65 years of age only).

All **minor adaptations** listed above will be carried out automatically for people with a disability within 7 calendar days of receipt of the request or recommendation, unless otherwise stated.

### **Adaptations that require an assessment by Occupational Therapist**

We will only carry out standard and major adaptations (defined below) following a recommendation from Gloucester County Council that demonstrates an occupational therapy assessment of functional need, meeting the required Government's Fair Access to Care Services (FACS) criteria has taken place. (See: [Gloucestershire County Council](#) for further information).

## STANDARD ADAPTATIONS

Those adaptations defined as standard adaptations are:

- The fixing of equipment that has been supplied by Gloucestershire
- County Council
- Additional sockets for appliances required for functional/medical needs
- Poles and rails
- Handrails
- ½ steps
- Over-bath showers
- Relocating sockets and / or switches
- Keysafes (keysafes will be provided in a shorter timescale when considered urgent by the County Council or health workers)

**Standard adaptation** will be carried out within 28 calendar days of receipt of a qualifying recommendation

## MAJOR ADAPTATIONS

Those adaptations defined as major adaptations include:

- Stairlifts
- Replacing baths with showers
- Ramps
- Vehicle hardstandings
- Heating
- Through floor lifts
- Widening doors
- Ceiling tracks
- Mobility standard kitchens
- Additional WC/wash facilities

This is not an exhaustive list.

**Major adaptations** not requiring planning permission will be carried out within 42 calendar days of receipt of a qualifying recommendation. The timescale for major adaptations requiring planning permission will be agreed between Gloucester City Homes, Gloucester County Council's occupational therapist, Gloucester City Council's Planning Department and the customer. For more information on what type of work requires planning permission please contact [Gloucester City Council](#).

For all requests for major adaptations we will discuss with the tenant, the option of a transfer to alternative accommodation that better meets the needs of the disabled person.

This could include arranging a suitable alternative home with another Social Housing provider. If such accommodation is available within a reasonable time from the date of application for the adaptation (normally within 6 months) the tenant would be expected to accept the alternative property. Where such an offer is accepted, we will help with the cost of moving to the other home, up to 50% of the cost of the adaptation in your current home, less what it costs to adapt the new home.

If a tenant refuses a reasonable offer of alternative accommodation, we reserve may refuse to undertake the requested adaptation(s). Under such circumstances, we will discuss with the tenant the options of self funding, funding via a Disabled Facilities Grant or via charitable funding.

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## Can timescales be changed?

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In exceptional circumstances, timescales may be altered in consultation with the customer.

Additionally, because the annual funding is a fixed amount, should demand exceed the finance available, we may, after discussion with the Occupational Therapists prioritise the demand in a way that best meets the greatest needs. This will only happen if we are unable to increase the adaptations budget.

In general terms, that means dealing with the highest priority cases, as determined by the OTs. Should this happen, we will write to all tenants who are awaiting an adaptation to explain the position and give an indication as to how long they are likely to have to wait. Where necessary, we will also work with the tenant to explore alternative options.

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## Who will carry out the work?

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Normally only Gloucester City Homes approved contractors will carry out adaptations to Gloucester City Council's homes. However, where the contribution by Gloucester City Homes to the overall cost of an adaptation is less than 50%, other funders may influence the decision as to which contractor to use.

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## What happens when an adaptation is no longer required?

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In these circumstances, we will consider removing the adaptation if it may be used in another home. Otherwise, it is likely to be left in place. If a tenant would prefer to move to an unadapted home, we will consider this if we have someone else who needs an adapted home. If this is the case we will pay reasonable moving costs, up to 50% of the value of the adaptations.

## HOW TO COMPLIMENT, COMMENT OR COMPLAIN

There are a number of partner agencies involved in this process. Further information on their compliments, comments and complaints procedures can be found at:

### **Gloucester City Council**

Tel: 01452 522232

Website: [Gloucester City Council](#)

### **Gloucestershire County Council**

Tel: 01452 425000

Website: [Gloucestershire County Council](#)

### **Gloucestershire Primary Care Trust**

Tel: 01452 389400

Website: [Gloucestershire PCT](#)

If the customer is dissatisfied with any part of this process in the first instance, they will be advised to contact Gloucester City Homes Customer Services on 0800 408 2000 who will advise them on how to follow the relevant complaints procedure.

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