



Title	<b>Adaptations Policy</b>
Introduction	<p><b>1 Policy Principles</b></p> <ul style="list-style-type: none"> <li>• Maryhill Housing (MH) is committed to Tenancy Sustainment by providing support to those tenants who require it including those who require their home to be adapted to cope with age, disability or caring responsibilities.</li> <li>• MH recognises that being able to access appropriate housing or to adapt existing housing can have a positive impact on health whilst contributing to independence, privacy and dignity.</li> <li>• MH will provide a person centred approach by ensuring tenants and their family/carers are consulted at each stage in the Adaptations process.</li> <li>• MH undertakes to communicate to tenants at each stage of the Adaptations process.</li> </ul> <p><b>2 Key Aims and Objectives</b></p> <p>The key aims and objectives of this policy are to:</p> <ul style="list-style-type: none"> <li>• fully meet all legal obligations, and standards and outcomes as set out in the Scottish Social Housing Charter, maintaining robust management information systems for monitoring and reporting performance in the Annual Return on the Charter (ARC)</li> <li>• enhance the quality of life for our elderly tenants and tenants with a disability by contributing to housing Adaptations and maximising the availability of housing for people with diverse needs</li> <li>• ensure all aspects of the Adaptations service are carried out efficiently, effectively and equitably, working in conjunction with Glasgow City Council (GCC), contractors and all other relevant agencies</li> <li>• involve tenants and their carers' in the decision making process regarding Adaptations and ensure their views are taken into account</li> <li>• apply effective management of assets to ensure that an adapted property will meet a customer's long term needs and will also be lettable in future in its adapted form</li> <li>• establish adequate funding arrangements with GCC to ensure that Adaptations need is met.</li> </ul>

<b>Sustainability</b>	This policy recognises that carrying out a major adaptation to a property is not always appropriate and cannot always be approved. Maryhill Housing reserves the right to refuse to carry out a major adaptation if a property will not meet the long term needs of the customer or if it will not allow the property to be re-let as an adapted property in the future. In this case, Maryhill Housing commits to supporting tenants to find alternative housing, where possible, more suitable for their long term needs through a management transfer.
<b>Equal Opportunities</b>	This policy complies with the Association’s Equality, Diversity and Inclusion Strategy. An equality impact assessment has been completed in relation to this policy.
<b>Legal and Regulatory Framework</b>	In formulating and implementing this Policy, statutory requirements, Performance Standards and Good Practice outlined in the Scottish Housing Quality Standard and the Scottish Social Housing Charter have been incorporated.  MH will comply with all Legislation relevant to this Policy.
<b>Scottish Social Housing Charter</b>	The specific Charter Outcomes to which this policy relates are:  <b>Outcome 1: Equalities</b>  <ul style="list-style-type: none"> <li>• <i>“Every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services”</i>,</li> </ul> <b>Outcome 11: Tenancy Sustainment</b>  <ul style="list-style-type: none"> <li>• <i>“Tenants get the information they need on how to obtain support to remain in their home and ensure suitable support is available including services provided directly by the landlord and other organisations”</i></li> </ul>
<b>Definitions</b>	<p><b>Adaptations to Housing:</b> permanent or semi-permanent changes to a house</p> <p><b>Temporary Adaptations:</b> adaptations which may be removed from the property or redeployed when no longer required e.g. stair lifts, bath aids, raised toilet seats.</p> <p><b>Permanent Adaptations:</b> adaptations which are intended to remain in the property e.g. Level Access Shower, widening doors.</p> <p><b>Minor Adaptations:</b> a change that does not affect the overall structure of the dwelling, e.g. handrails, lever handles, over-bath showers.</p> <p><b>Major Adaptations:</b> adaptations that are permanent, structural changes to the dwelling e.g. widening doors, kitchen adaptations, and wet-floor bathrooms.</p> <p>Adaptation works are classified into three groups:</p> <p><b>Stage 1:</b> Design features that help create a flexible basic design for all accommodation which allows that accommodation to be readily adapted to meet individual specific needs without undue disruption. These features are not specific to a particular condition or individual and are</p>

	<p>incorporated in the initial specification for the house. Examples of Stage One design features include – “wet floor” and gully within bathroom to allow varying bathing options; kitchen units which can be fitted with worktops at varying heights.</p> <p><b>Stage 2:</b> Adaptations to a house to suit the particular requirement of the tenant to whom it has been allocated before, or close to, practical completion and which may be carried out by the original contractor.</p> <p><b>Stage 3:</b> Adaptations which are necessary to alter the property to suit the subsequent changing needs of the tenant or for a new tenant, and which could not reasonably be included at the time the house was originally provided, often because the unit had not been allocated to the current tenant with particular needs at the time of construction.</p>
<p><b>Funding and Priorities</b></p>	<ul style="list-style-type: none"> <li>• Funding for adaptations to existing MH stock pre Second Stage Transfer, comes to the Association through the Scottish Government Affordable Housing Supply Programme. In Glasgow it is administered by Glasgow City Council Development and Regeneration Services (GCC DRS) from the Transfer of the Management of Development Funding (TMDF) budget. MH will make an application to GCC DRS on an annual basis for funding for adaptations.</li> <li>• Funding from the above budget is only available for RSL tenanted properties and not for Shared Ownership/Shared Equity, in addition MH cannot receive funding from this budget for adaptations of ex GHA stock included within the Second Stage Transfer in June 2011. Each year MH will agree a budget for Adaptations and the programme of adaptations to former GHA properties will be delivered in line with the approved budget allocation.</li> <li>• MH will comply with the Scottish Government Guidance Note Funding of RSL Adaptations in line with (SGGN) 2012/04 March 2012 and any other subsequent updates.</li> <li>• Arrangements for the procurement of Adaptations will comply with the Procurement and Community Benefits policy.</li> <li>• At annual application stage of funding MH should make GCC aware of any specific high cost adaptations (over £10k) which are anticipated, thereafter any requests for high cost Adaptations should be notified in writing to GCC as soon as the need has been identified if this will have a significant impact on the budget allocated.</li> <li>• Allocation of funding will be prioritised in chronological order or order of priority need in consultation with Occupational Therapy or other referring professional/agency.</li> <li>• At this time it is not the policy of the Association to charge individual tenants for maintenance and replacement of adaptations through a specific service charge. This will be reviewed as part of the Annual Rent and Service Charge Review. The Head of Property will include future life cycle and replacement costs for adaptations through the planned maintenance programme.</li> </ul>

<p><b>Programme Arrangements</b></p>	<p><b>Planned Maintenance Programme</b></p> <ul style="list-style-type: none"> <li>• The Planned Maintenance Programme to upgrade existing MH stock will take the needs of disabled people into account. MH has already enhanced its specifications for bathrooms to include over-bath showers, as this is one of the most commonly requested adaptations. However, as part of the planning process for investment, particularly in the provision of kitchens and bathrooms and electrical rewiring, Staff will seek to establish whether there are people living in the household who require an Adaptation.</li> <li>• Where such households are identified, staff will take steps so that the improvements can meet the requirements of such households, using the Adaptations Budget where necessary to fund additional costs. Where high cost Adaptations are required, a holistic option appraisal should be carried out to ensure that the eventual solution not only meets the needs of the disabled person(s) but also delivers value for money for MH.</li> </ul> <p><b>New Build Programme</b></p> <ul style="list-style-type: none"> <li>• Design standards will be contained in MH's Design Brief and will comply with Building Regulations and current good practice guidance. MH will ensure that all new build properties are built to Housing for Varying Needs standard. Where a specific need is identified to satisfy an identified tenant, or having regard to the Glasgow City Council Local Housing Strategy, a number of new build properties will be built to fully wheelchair accessible standard.</li> <li>• Tenants and applicants with particular housing needs will have priority for new homes which will meet their needs. Where possible, properties will be pre-allocated to enable tenants to participate in the design of their homes. Where there are particular needs, staff should request advice from Occupational Therapy, and follow other relevant procedures detailed in this policy, so that the work will meet the needs of the household.</li> </ul> <p><b>Reactive Adaptations</b></p> <ul style="list-style-type: none"> <li>• The level of funding will be based on the following criteria: - <ul style="list-style-type: none"> <li>- Demand and expenditure in previous years</li> <li>- Trends in expressed needs (e.g. through tenant surveys)</li> <li>- External influences, such as changes in government policy</li> </ul> </li> <li>• Where reactive Adaptations are needed to building components awaiting upgrading under the investment programme (e.g. installation of over-bath showers) consideration should be given to the work being carried out and funded through the investment programme budget for that year where the adaptations budget has been exhausted.</li> <li>• Maryhill Housing aims to conclude a referral within 50 days of a referral being received.</li> <li>• Major medical adaptations, or adaptations which result from a progressive condition will require a referral from an Occupational</li> </ul>
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	Therapist. Requests for low cost, minor adaptations, such as handrails etc, can be accepted for consideration from a qualified medical professional, in addition to Occupational Therapy.
<b>Promotion</b>	The contents of this policy will be actively promoted by the Association to ensure that all staff, including Retirement Housing Officers, Registered Tenants Organisations and tenants are aware of Adaptation opportunities. The policy will be communicated to all tenants through newsletters and leaflets produced by the Association, through our website and social media. The Head of Property will be responsible for ensuring that this happens.
<b>Evaluation and Monitoring</b>	Customers who require Adaptations work to their property can expect the same standards of service as if it were a standard repair. The Association will assess tenant satisfaction in this respect within three months of completion of the works. The Association will monitor customer satisfaction with the adaptations service for internal management purposes. The Property Officers will undertake the satisfaction assessment. The outcome of user consultation and feedback will be used to improve on the service provided.
<b>Approval</b>	Board, 26 November 2020
<b>Policy Owner</b>	Carol Bain, Head of Property
<b>Review</b>	November 2023  This policy will be formally reviewed within 3 years or in line with revised legislation, Glasgow City Council guidance and other relevant published documentation on good practice.