



Title	<b>Adaptations Policy</b>
<b>1.0 INTRODUCTION</b>	<p data-bbox="469 640 1262 674"><b>PRINCIPLES, AIMS, OBJECTIVES AND SUSTAINABILITY</b></p> <p data-bbox="469 707 743 741"><b>1.1 PRINCIPLES</b></p> <p data-bbox="469 775 1410 909"><b>1.1.2</b> 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.</p> <p data-bbox="469 943 1402 1043"><b>1.1.3</b> 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.</p> <p data-bbox="469 1077 1394 1178"><b>1.1.4</b> MH will provide a person centred approach by ensuring tenants and their family/carers are consulted at each stage in the Adaptations process.</p> <p data-bbox="469 1211 1390 1279"><b>1.1.5</b> MH undertakes to communicate to tenants at each stage of the Adaptations process.</p> <p data-bbox="469 1312 975 1346"><b>1.2 KEY AIMS AND OBJECTIVES</b></p> <p data-bbox="469 1379 1023 1413"><b>1.2.1</b> MH key aims and objectives are to:</p> <ul data-bbox="564 1447 1426 2020" style="list-style-type: none"> <li>• fully meet our legal obligations and meet the standards and outcomes as set out in The Scottish Social Housing Charter</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 Adaptations are carried out effectively and efficiently within a reasonable timescale</li> <li>• ensure economy, efficiency, effectiveness and equity in the delivery of the Adaptations service</li> <li>• ensure effective joint working with the Council, the contractors and other relevant agencies in the delivery of the Adaptations service</li> <li>• involve tenants and their carers' in the decision making process regarding Adaptations and ensure their views are</li> </ul>

	<p>taken into account.</p> <ul style="list-style-type: none"> <li>• establish adequate funding arrangements with GCC to ensure that Adaptations need is met</li> <li>• maintain robust management information systems for monitoring and reporting performance in the Annual Return on the Charter which can be independently verified.</li> </ul>
<b>2.0 SUSTAINABILITY</b>	<p><b>2.1</b> This Adaptations Policy complies with MH's commitment to sustainability and takes account of wider economic and social impacts of the policy in terms of individuals, households, local communities and the environment.</p> <p><b>2.2</b> In designing accommodation specifically for people with physical disability or sensory impairment, the Association needs to match that accommodation as closely as possible to the individual's own, unique requirements. There are basically three ways in which this close matching exercise can be achieved; Stage One, Stage Two and Stage Three Adaptations. Further explanations of these definitions are provided in Section 6.0.</p>
<b>3.0 EQUAL OPPORTUNITIES STATEMENT</b>	<p><b>3.1</b> This Adaptations Policy complies with MH's Equal Opportunities Policy. MH recognises its proactive role in valuing and promoting diversity, fairness, social justice and equality of opportunity by adopting and promoting fair policies and procedures.</p> <p><b>3.2</b> MH will check its Adaptations Policy and associated procedures regularly for their equal opportunity implications, taking appropriate action to address inequalities likely to result or resulting from the implementation of the policy and procedures.</p> <p><b>3.3</b> MH is committed to providing fair and equal treatment for all its stakeholders including tenants and will not discriminate against any on the grounds of race, colour, ethnic or national origin, religion, age, gender, sex, sexual orientation, marital status, family circumstances, employment status, physical ability and mental health. Indeed we will positively endeavour to achieve fair and similar outcomes for all.</p>
<b>4.0 LEGAL AND REGULATORY FRAMEWORK</b>	<p><b>4.1</b> In formulating and implementing this Policy, statutory requirements, Performance Standards and Good Practice outlined in documents such as 'Raising Standards in Housing', have been incorporated and the Scottish Social Housing Charter</p> <p><b>4.2</b> MH will comply with all Legislation relevant to this Policy.</p>
<b>5.0 SCOTTISH SOCIAL HOUSING CHARTER</b>	<p><b>5.1</b> Registered Social Landlords (RSLs) are responsible for performing their housing activities to achieve the outcomes in the Scottish Social Housing Charter. They are accountable to their</p>

	<p>tenants and other customers for performance against the Charter. MH through its performance management and reporting systems will show customers how well we are achieving the outcomes, identify any areas where we need to improve and report on our achievements to our tenants, other customers, and to the Scottish Housing Regulator.</p> <p><b>5.2</b> The specific Charter Outcomes to which this policy relates is;</p> <p>Outcome 1: Equalities</p> <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”, and</i></li> </ul> <p>Outcome 11: Tenancy Sustainment</p> <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> <p><b>5.3</b> The above outcomes covers how landlords can help tenants who may need support to maintain their tenancy and includes tenants who may need their homes adapted to cope with age, disability or caring responsibilities.</p> <p><b>5.4</b> MH aims to be responsive to particular needs of applicants and the changing needs of existing tenants. We will adapt our properties appropriately to meet those needs and maintain comprehensive information about the adapted properties that we own.</p> <p><b>5.5</b> RSLs are also expected to be able to demonstrate value for money in the delivery of procurement of housing Adaptations, and MH will aim to re-use and recycle Adaptations whenever possible.</p>
<p><b>6.0</b> <b>DEFINITIONS</b></p>	<p><b>6.1</b> Adaptation works are classified into three groups:-</p> <p>(a) Stage 1</p> <p>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 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</p>

	<p>units which can be fitted with worktops at varying heights.</p> <p>(b) Stage 2</p> <p>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>(c) Stage 3</p> <p>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>6.2 Adaptations to Housing</b></p> <p><b>6.2.1</b> Adaptations are permanent or semi-permanent changes to a house and are classified as:</p> <p><b>6.2.2 Temporary Adaptations</b></p> <p><b>6.2.3</b> Temporary adaptations are those that may be removed from the property or redeployed when no longer required e.g. stair lifts.</p> <p><b>6.2.4 Permanent Adaptations</b></p> <p><b>6.2.5</b> Permanent Adaptations are those that are intended to remain in the property.</p> <p><b>6.2.6 Minor Adaptation</b></p> <p><b>6.2.7</b> A minor adaptation is defined as a change that does not affect the overall structure of the dwelling, e.g. handrails, lever handles, over-bath showers.</p> <p><b>6.2.8 Major Adaptation</b></p> <p><b>6.2.9</b> Major adaptations are defined as permanent, structural changes to the dwelling e.g. widening doors, kitchen adaptations, and wet-floor bathrooms.</p>
<p><b>7.0 FUNDING AND PRIORITIES</b></p>	<p><b>7.1</b> 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. The funding allocation for Adaptations will be</p>

	<p>agreed annually and included within the Association's Grant Planning Target (GPT) MH will seek to maximise opportunities for additional funding where this becomes available.</p> <p><b>7.2</b> 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.</p> <p><b>7.3</b> MH will comply with new procedures for the Funding of RSL Adaptations in line with Scottish Government Guidance Note (SGGN) 2012/04 March 2012</p> <p><b>7.4</b> Arrangements for the procurement of Adaptations will comply with the MH Sustainable Policy for the Procurement of Goods and Services</p> <p><b>7.5</b> At application stage MH should make GCC aware of any specific high cost adaptations and thereafter any requests for high cost Adaptations should be made in writing as soon as the need has been identified.</p> <p><b>7.6</b> Allocation of funding will be based on agreed priorities.</p> <p><b>7.7</b> 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 Investment will include future life cycle and replacement costs for adaptations through the planned maintenance programme.</p>
<p><b>8.0 PROGRAMME ARRANGEMENTS</b></p>	<p><b>8.1 Planned Maintenance Programme</b></p> <p><b>8.1.1</b> 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.</p> <p><b>8.1.2</b> Where such households are identified, staff will take steps so that the improvements can meet the requirements of such</p>

	<p>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.</p> <p><b>8.2 New Build Programme</b></p> <p><b>8.2.1</b> 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.</p> <p><b>8.2.2</b> Tenants and applicants with particular housing needs (e.g. Medical A and Community Care cases) will have priority for new housing 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 the Occupational Therapists, and follow other relevant procedures detailed in this policy, so that the work will meet the needs of the household.</p> <p><b>8.3 Reactive Adaptations</b></p> <p><b>8.3.1</b> MH will apply for funding for medical adaptations annually in its Development Funding Plan submission to GCC (as detailed in section 7 above) to meet the need for adaptations in core stock. The level of funding will be based on the following criteria: -</p> <ul style="list-style-type: none"> <li>• Demand in previous years</li> <li>• Trends in expressed needs (e.g. through tenant surveys)</li> <li>• Changes in MH policy and working arrangements</li> <li>• External influences, such as changes in government policy</li> </ul> <p><b>8.3.2</b> 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.</p>
<p><b>9.0 OWNERS</b></p>	<p><b>9.1</b> The association will promote details of the Scottish Government Help to Adapt pilot for owners. The scheme is designed to make it easier for older home owners to adapt their home and pay for any adaptations using equity in their home to secure a loan from the Scottish Government. As well as assistance to fund an adaptation the scheme will help older home owners plan and manage their adaptations.</p>
<p><b>10.0 PROMOTION</b></p>	<p><b>10.1</b> The contents of this policy will be actively promoted by the Association to ensure that all staff, including wardens of sheltered</p>

	<p>housing developments, Registered Tenants Organisations tenants and owners are aware of Adaptation opportunities. The policy will be communicated to all residents through newsletters and leaflets produced by the Association, through our website and Facebook page. The Head of Property Investment will be responsible for ensuring that this happens.</p>
<p><b>11 EVALUATION AND MONITORING</b></p>	<p><b>11.1</b> Residents 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 Head of Property Investment will undertake the satisfaction assessment. The outcome of user consultation and feedback will be used to improve on the service provided.</p>
<p><b>Approval</b></p>	<p>Policy and Performance Committee – 1<sup>st</sup> November 2016</p>
<p><b>Policy Owner</b></p>	<p>Gordon Wilson, Head of Property Investment Responsible Director, Donna Birrell, Director of Investment and Regeneration</p>
<p><b>REVIEW</b></p>	<p>November 2019 - Director of Investment &amp; Regeneration responsible for review.</p> <p>The policy and procedures adopted 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.</p>