

Adaptations Policy

Date Reviewed	May 2026	Next Review Date	May 2028
Consultation	Completed	Reviewed By	Head of Housing & Head of R&M
EIA	Completed	Responsible Officer	Director of Customer Services
DPIA	Completed	Approval By	Executive Team

1. Purpose

This policy sets out Black Country Housing Group's (BCHG) approach to requests for minor and major adaptations. BCHG will endeavour to provide a high-quality service to support customers to live independently, regardless of disability or long-term health conditions.

This policy supports compliance with the Regulator of Social Housing (RSH) Consumer Standards, particularly the Safety and Quality Standard, by ensuring homes remain safe, suitable and meet residents' needs.

2. Scope

This policy applies to rented properties owned and managed by BCHG. The policy does not apply to leaseholders, shared owners, or properties for outright sale.

3. Definitions

For the purposes of this policy a disability is defined as a physical or mental impairment that has a substantial and long-term adverse effect on a person's ability to carry out normal day-to-day activities (Equality Act 2010).

For the purposes of this policy, an adaptation is defined as a physical alteration to a property or its associated environment that improves independence and functionality for a disabled person.

4. Related Policy / Procedure and Other Documents

Repairs & Maintenance Policy
 Lettings & Allocations Policy
 Mutual Exchange Policy
 Tenancy Policy
 Equality & Diversity Policy
 GDPR Policy
 Complaints Policy
 Safeguarding Policy
 ASB Policy
 Neighbourhood Management Policy
 Health & Safety Policy
 RSH Consumer Standards

5. Roles and Responsibilities

All adaptation requests must be made in writing to the Customer Relations Manager (CRM) or Scheme Manager (SM) who will undertake an initial review. For simple adaptations such as grab rails, handrails, and lever tap requests, these will be approved by the CRM/SM and sent to Homeforce to deliver the works.

Where adaptation requests are unclear, or require more than a simple adaptation, the CRM or SM will refer the resident to the appropriate local authority for a Disabled Facilities Grant (DFG) assessment. This assessment will consider the resident's needs, the suitability of the proposed works, and whether the adaptation is necessary, appropriate, and practicable for the property. The assessment outcome will inform whether the works may be supported through DFG funding or whether alternative housing options should be explored.

BCHG will ensure that roles and responsibilities are clearly defined, and that decisions are recorded, evidence-based, consistently applied, and subject to appropriate oversight and audit.

6. Policy Statement

BCHG aims to provide a fair and transparent adaptations service to existing residents and applicants to support independent living.

BCHG will ensure it meets its legal and regulatory requirements in relation to the provision of adaptations.

We will take a person-centred approach, ensuring decisions are based on individual need and informed by professional assessments where required.

We will support a move to more appropriate accommodation where the existing home cannot be adapted, or where the cost of adaptation is deemed too high.

We will ensure decisions are proportionate, evidence-based and consider value for money, sustainability of the asset, and long-term suitability of the home

Some of BCHG's schemes and all retirement living schemes will be equipped with digital telecare monitoring services to support independent living, with assistance available 24 hours a day. Residents will be provided with personal alarms to contact the monitoring centre in an emergency. Additional digital features may also be available to further support independent living, where required.

We will ensure that, in handling the personal data of our customers, we comply with UK GDPR and data protection requirements.

7. Policy Details

Eligibility

BCHG will endeavour to provide adaptations to residents who have a physical or mental impairment which has an adverse effect on their ability to carry out normal day-to-day activities within their own home.

All requests will be assessed fairly, consistently, and in line with BCHG's obligations under the Equality Act 2010 and RSH Consumer Standards.

Funding

BCHG sets a budget for the provision of adaptations, which is reviewed annually, with BCHG contributing up to a maximum of £1,000 for agreed minor adaptations.

We will ensure effective use of resources and demonstrate value for money when delivering adaptations.

BCHG will maximise the funding for major adaptations from external statutory sources by working in conjunction with local authorities and other agencies.

We will work in partnership with local authorities, health professionals and other agencies to deliver coordinated and timely outcomes.

Simple and minor adaptations are non-structural alterations or additions to the property. We will complete simple and minor adaptations without delay, in line with our Repairs and Maintenance Policy

Simple Adaptations (Up to £300)

- Fitting grab rails
- Installing additional handrails
- Fitting lever taps

Minor Adaptations (Up to £1000)

- Lowering steps
- Repositioning switches and sockets
- Small ramps

For minor works, an Occupational Therapist assessment is not generally required but we will work with residents and support workers to ensure that the request meets residents' short to medium term needs.

Major Adaptations (Over £1000)

Major adaptations are those that require more substantial, and possibly structural, alterations. Funding for major adaptations will be maximised from external sources, such as Local Authority Disabled Facilities Grants (DFG). All requests for major works will require a full assessment by an Occupational Therapist. These include, but are not limited to:

- Installation of wet rooms/showers
- Installation of an over bath shower & tiling
- Remodelling of rooms
- Large scale changes to stairs & access including stair lifts
- Lowering kitchen units/worktops
- Widening of doorways
- Large ramps
- Extensions of the property to accommodate ground floor bedrooms/bathrooms

Where a request is refused, BCHG will provide a clear written explanation, outlining the reasons for the decision and any alternative options available, including rehousing where appropriate. Residents will be informed of their right to complain.

All major works will be approved by the Head of Repairs and Maintenance,

BCHG will aim to deliver adaptations within reasonable and clearly communicated timescales and will keep residents informed throughout the process

Rent & Service Charge implications

Where major works have included an extra room(s), the rent for the property will be reviewed.

Service charges may be applied where adaptations introduce ongoing costs for inspection, servicing, maintenance or monitoring. This includes, but is not limited to, lifting equipment, specialist bathroom or kitchen equipment, automated access systems and specialist environmental controls. Charges will be transparent, proportionate, and clearly explained to residents in advance.

Adapted Properties

In line with the Tenancy Standard, BCHG is committed to making best use of its stock. We will ensure that adapted properties are allocated to those in greatest need, using an evidence-based approach to support effective use of housing stock.

8. Data Processing

Personal Data: BCHG will obtain personal data so that we can manage and support our customers, comply with legal obligations, improve our services, and achieve our legitimate business aims.

Data Protection: All personal data will be kept securely on Open Housing or SharePoint.

Data Integrity: Confirmation of disability from external agencies may be required to support requests for adaptations. Any documents will be kept securely on SharePoint.

Data will be handled in a way that supports transparency, accountability and audit requirements.

9. Legal and Regulatory Considerations

[The Care Act 2014](#) – The Act offers an opportunity to improve local provision of home adaptations in line with the Acts aspirations and duties to integrate health, social care and housing.

[The Equality Act 2010](#) – Requires landlords to make reasonable adjustments when requested to enable a disabled person to use a property.

[The Housing Grants, Construction and Regeneration Act 1996 \(Section 23\)](#) – Local housing authorities have a statutory duty to provide grant aid to disabled people for a range of adaptations to their homes.

[Safety & Quality Standard](#) – Requires Registered providers to assist residents seeking housing adaptations to access appropriate services.

10. Equality, Diversity and Inclusion

An Equality Impact Assessment has been carried out on this policy which will be updated in line with policy reviews to ensure there is no discrimination and opportunities to improve equality and access are maximised. BCHG will take proactive steps to remove barriers and ensure equitable access to adaptations services for all residents.

11. Compliance, Monitoring and Reporting

If personal documents confirming health conditions are not securely saved or are leaked in the public domain – the matter will be investigated as per the Data Breach Procedure and addressed through disciplinary procedures where necessary.

Any hard copies of documents will be scanned and saved to secure locations. All hard copies will be destroyed.

Once a resident leaves BCHG, any documents will be destroyed after the six-year retention period.

A log will be kept on the housing system showing details of those residents whose requests were successful, as well as those whose requests were not, and this will be reviewed on an annual basis. Satisfaction surveys will be sent out upon completion of the work.

Performance relating to adaptations (including volumes, timescales, refusals, and satisfaction) will be monitored regularly and used to provide assurance and drive service improvement.

Any themes, risks or service failures will be identified and addressed through continuous improvement processes.

12. Resident Voice

We work on a 'no voice no approval' basis and we aim to consult customers at stages where they can influence change. Residents have been consulted on this policy.

We will actively seek and use resident feedback to improve the adaptations service, including through satisfaction surveys, complaints analysis, and engagement activities.

13. Review

This policy will be reviewed every three years or sooner if there is any change to relevant policies, legislation or to the RSH Consumer Standards. The review will consider performance data, resident feedback, complaints, and changes to regulatory or legislative requirements.