

DISABLED ADAPTATIONS POLICY

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1. PURPOSE

This policy outlines ISHA's commitment to supporting residents who require home adaptations because of disability. It establishes clear procedures for assessing, approving, and delivering adaptations, ensuring legal compliance and promoting safe, accessible, and independent living.

2. SCOPE

This policy applies to residents living in social rented stock owned by ISHA.

3. LEGISLATIVE CONTEXT

This policy is informed by the following legislation and regulatory requirements:

- Equality Act 2010
- Housing Grants, Construction and Regeneration Act 1996 (Disabled Facilities Grant provisions)
- Relevant health and safety legislation

4. POLICY STATEMENT

ISHA aims to ensure residents with disabilities can live independently and safely within their homes. Adaptations will be delivered in a timely, consistent, and proportionate manner, in partnership with local authorities and qualified professionals.

5. MINOR ADAPTATIONS

ISHA will deliver minor adaptations up to the value of £1,000, subject to the following principles:

- Minor adaptations are assessed, organised, and delivered by the Planned Works Team.
- Works will only be instructed upon receipt of a valid Occupational Therapist (OT) assessment and specification.
- Where an existing component requires replacement, ISHA may undertake a like-for-like replacement in the same location without an OT assessment, provided the work does not constitute an adaptation.

6. MAJOR ADAPTATIONS

Major adaptations are typically funded and delivered through the Local Authority Disabled Facilities Grant (DFG) process.

- ISHA will provide consent for major adaptations wherever practicable.
- All works will be delivered and managed by the Local Authority in line with DFG regulations.
- Following completion and expiry of any warranty period, ISHA will assume responsibility for subsequent maintenance and repairs of the installed adaptation.

7. RECORD KEEPING

To ensure accurate asset and tenancy information, the Planned Works Team must update:

- housing management records on Rubixx and
- the Integrator asset management system.

All records must reflect the installation, modification, or removal of any adaptation.

8. VOID PROPERTIES

When a property containing major adaptations becomes void:

- The Planned Works Team must notify Tenancy Services to assist with matching the property to a suitable new tenant.
- If a suitable match cannot be identified, the voids and tenancy teams may determine whether adaptations should be removed as part of the void process.
- Adaptations at end of life may be removed automatically where they are no longer functional or appropriate.

9. ROLES AND RESPONSIBILITIES

Planned Works Team

- Deliver minor adaptations.
- Liaise with Tenancy Services regarding voids and tenant matching.
- Ensure all relevant records are updated.

Tenancy Services

- Match adapted properties with suitable prospective tenants.
- Support decision-making relating to void properties and potential removal of adaptations.

Local authorities

- Assess and fund major adaptations via the DFG process.
- Deliver and oversee the installation of major adaptation works.

10. REVIEW AND UPDATES

This policy shall be reviewed every four years or sooner if required by legislative changes, regulatory updates, organisational restructuring or change in business processes.

11. STAFF GUIDANCE SUMMARY

To ensure residents with disabilities receive appropriate home adaptations in line with ISHA's obligations and procedures.

- Minor adaptations: ISHA funds up to £1,000; Planned Works Team manages; OT referral required.
- Major adaptations: Local councils deliver under DFG; ISHA grants permission and maintains post-warranty.
- Records: Update housing management and Integrator systems.
- Void properties: Notify Tenancy Services; remove adaptations if end-of-life.

Key contacts

- Planned Works Team – Adaptations and record updates.
- Tenancy Services – Tenant matching for adapted properties.

12. EQUALITY AND DIVERSITY

ISHA will implement this policy in accordance with its equality and diversity statement. ISHA will not discriminate since any protected characteristic and will make reasonable adjustments to ensure equitable access to services.

Where tenants have additional communication needs, appropriate support will be provided.

13. DATA PROTECTION CONSIDERATIONS

ISHA may process and share personal or special category data where necessary to deliver adaptations. All data will be handled in accordance with:

- UK GDPR
- ISHA’s data protection policy

Data will only be shared without consent where:

- required to protect a child or vulnerable person
- necessary to prevent or detect crime
- required by law.

ISHA may share information with local authority homelessness teams to fulfil duties relating to homelessness prevention. ISHA will establish data-sharing agreements with relevant agencies wherever possible.

| Reference | Version | Created | Author | Review | Leadership Team approved |
|-----------------------------|---------|---------------|---------------------------------------|---------------|--------------------------|
| Disabled adaptations policy | 1 | December 2025 | Rob Welsh, Head of Assets and Repairs | December 2029 | March 2026 |