

## 1. What is the purpose of this policy?

This policy outlines bpha's approach to aids and adaptations.

## 2. Who is the policy for?

This policy applies to permanent customers of bpha living in rented accommodation who require aids and adaptations to live safely and comfortably in their home.

## 3. What are the main principles of this policy?

We will:

- Ensure that the needs of customers with a disability are prioritised and met, subject to the provision of available funding
- Set out the criteria on how we will assess requests for adaptation work
- Maximise local authority grants, our own funding and other available resources for adaptations, to ensure we achieve value for money
- Ensure there are clear channels of communication and joint working practices with our local authority partners in the areas where we operate
- Comply with all legal requirements in relation to the provision of adaptations
- Comply with good practice guidance.

Aids and adaptations work will be carried out following an assessment by an Occupational Therapist (OT) to determine eligibility and both short- and long-term medical needs. We will support customers to approach the Local Authority, so that this assessment can be carried out.

We will work with Social Services so that timely and accurate information is communicated to customers. The Occupational Therapist's assessment determines the urgency of the adaptation work needed. We will be guided by this but bpha will take into consideration priority, need and time spent on the waiting list.

## 4. What do the definitions mean?

**Adaptation** – we use the Social Model of Disability defining an adaptation as: a modification to an environment or structure to restore or enable independent living, privacy, confidence and dignity for individuals and their families. The Social Model of Disability was developed by people with a disability and focuses on people being disabled by barriers in society, not by their disability or difference. The Social Model of Disability helps us recognise barriers that makes life harder for people with a disability. This policy supports this definition.

**Minor and major adaptations:** adaptations are split into two categories – minor and major. These categories are based on the type of work needed to install the adaptation. They do not cover the impact the adaptation will have on the customer. Both minor and major adaptation work can impact significantly on an individual's quality of life.

**Customers with a disability:** The Disability Discrimination Act 1995 defines a disabled person as: 'someone with a physical or mental impairment which has a substantial and long-term adverse effect on his / her ability to carry out normal day to day activities.' This adverse effect is both substantial and long term.

## 5. Do I have to pay for adaptations?

No – generally bpha tenants do not have to pay unless the cost exceeds the local authority grant limit.

bpha funded adaptations will be capped at £8,000 per property. We will seek to use funding through the Local Authority Disabled Facilities Grant (DFG) for adaptations that cost more than £8,000.

Subject to bpha's yearly budget:

- Minor aids and adaptations or those costing £1,000 or less will be paid for by bpha. We aim to complete minor adaptations within six weeks from receipt of the Occupational Therapist's report
- Major adaptations or adaptations costing over £1,000 but not exceeding £8,000 will be paid for by bpha. We aim to complete all major adaptations within 12 months from receipt of the Occupational Therapist's report
- Adaptations costing over £8,000 will be funded through the Local Authority Disabled Facilities Grant. Adaptations funded through the Local Authority Disabled Facilities Grant are subject to means testing by the Council. They are also subject to landlord approval from bpha
- In exceptional circumstances if applications for more expensive adaptations are only partly funded by the local authority, bpha will consider paying the extra costs. Decisions will be made on a case by case basis
- Some customers may be able to apply for other sources of funding, for example ex-HM Forces personnel. We will make sure that customers are signposted to other agencies if those bodies might be able to help pay for a customer's contribution or provide aids and adaptations more quickly.

## 6. How do I apply for adaptations to my home?

The first step is to contact the Customer Communications Centre on 0300 100 0272 or look on our website at [www.bpha.org.uk](http://www.bpha.org.uk)

We will talk to you about approaching the occupational therapy team at your local Council who will arrange to do an assessment of your needs.

bpha will undertake a feasibility assessment in consultation with the Occupational Therapist. This assessment will seek to establish:

- If there is a possibility of a more suitable home being available for the customer
- The extent of the adaptation required
- The effect the adaptation work will have on bpha's ability to re-let the home in the future
- Whether the adaptation work proposed is suitable for the customer
- Whether the adaptation work is feasible in relation to the layout and structure of the property
- Whether the estimated cost of the adaptation work is likely to exceed the Local Authority's maximum grant provision.

## 7. Can I move to a more suitable home?

It may be that moving to a new home would be more suitable than adapting your home. For example, if you need ramps and these can't be provided due to the number of steps to your home. We will talk to you about moving to a new home if this is something that is suggested by the Occupational Therapy team and it is something you would like to consider. If you would prefer to move, and bpha and the Occupational Therapist agree, then a priority transfer under the bpha Allocations Policy could be approved. This would mean a move to another bpha home or to a home with another Registered Housing Provider. The Occupational Therapist will be consulted on the suitability of any proposed new home.

Adaptations will not usually be carried out to a home that is under-occupied by two bedrooms or more. In these circumstances bpha would talk to you about a move to a new home. It is always your choice to move.

## 8. What happens when the work is agreed and bpha is ready to start?

As soon as we are ready to start work, we will contact you to discuss how the work will be carried out, who will be doing the work, the type of disruption you can expect and any support you need while the work are taking place. You will be given the contact details of a named bpha colleague, who will work with you until your adaptations are completed.

## 9. Who maintains my new adaptations?

We maintain your new adaptations. Any repairs needed should be reported to the Customer Communication Centre on 0330 100 0272 or [info@bpha.org.uk](mailto:info@bpha.org.uk). Items such as Clos-o-Mat toilets, stairlifts and through-floor lifts are maintained by bpha and are subject to a service charge. Service charges may or may not be covered by Housing Benefit or Universal Credit. If Housing Benefit or Universal Credit do not cover the service charge, customers will be referred to bpha's Money Advice Team for further advice and support.

## 10. Can I move home in the future?

If you have had major adaptations to your home and wish to transfer or mutual exchange to another home, please contact the Allocations and Lettings team to discuss your options. Moves will usually be at bpha's discretion based on your individual circumstances and whether you would need the same adaptation in a future home.

Due to the high cost of adaptations which are tailored to an individual customer's needs it is important that we work with you to make this decision. We will advise customers for whom we undertake adaptations that we may refuse to carry out adaptations to future homes unless there is an overriding need to move, for example if your household is overcrowded.

## 11. What happens if I no longer need the adaptations installed?

In exceptional circumstances bpha may ask a customer to move if they have had major adaptations and the person who needed the adaptation does not need them anymore. For example, if the tenant succeeded the tenancy (taking over tenancy on the death of the former customer) or the customer using the adaptations finds a new home.

## 12. How can you ask for a decision to be reviewed?

If you would like to ask for a review of a decision made the Occupational Therapist, please contact the local authority who will log your request and advise you when they will reply.

If you would like to ask bpha for a review of a decision about minor adaptations, other decisions about the aids and adaptations you have asked for or your request to move to an alternative home please contact the Customer Communications Centre on 0330 100 0272 or [info@bpha.org.uk](mailto:info@bpha.org.uk)

Any reviews/appeals will be considered by the relevant Head of Service at bpha and a response will be given in 15 working days.

## 13. How can I get advice, support or assistance?

For general queries and advice please contact our Customer Communications Centre on 0330 100 0272 or [info@bpha.org.uk](mailto:info@bpha.org.uk). We will make sure your query is handled by the right team.

Extra support can also be made available through our Customer Reasonable Adjustment Policy and our Vulnerability Policy.

## 14. How will this policy be communicated to customers?

This policy will be published to our customers via the bpha website, policy page. We will also communicate a summary of the policy through Talk, our customer magazine.

## 15. What legislative and regulatory requirements is bpha required to consider?

A range of legislation and good practice supports this policy including:

- Delivering Housing Adaptations for Disabled People: A Detailed Guide to Related Legislation, Guidance and Good Practice' Issued by The Home Adaptations Consortium 2013
- Equality Act 2010 (Section 36(1)(a), Paragraph 2, Schedule 4, and Section 190)
- The Chronically Sick and Disabled Persons Act 1970 (sections 1 and 2)
- The Housing Grants Construction and Regeneration Act 1996 (Section 23) 5.5 Local Authority Allocation Schemes
- Disability Discrimination Act 1995.

This policy supports the delivery of the Regulator of Social Housing’s (RSH) Consumer Standard- Safety and Quality Standard.

This policy is supported by our Equality, Diversity and Inclusion Strategic Plan.

## 16. How will this policy be monitored and reviewed?

To help us monitor the quality of our services, we will ask customers who have benefited from the aids and adaptations service to complete a customer satisfaction survey.

The Head of Asset Investment and Sustainability is responsible for the aids and adaptations service. Performance against budget and target timescales as well as customer satisfaction will be reported to the Executive Leadership team and relevant Committee on an annual basis.

This Policy will be reviewed every three years or sooner if there is a change in regulation or legislation governing the items that this policy covers.

Policy Number	Approved by	Date Approved	Policy Owner
PS007	Executive Leadership Team.	3 March 2026	Head of Asset Investment and Sustainability