



AIDS AND ADAPTATIONS POLICY

1. INTRODUCTION

MHA commits to facilitating and supporting independent living by carrying out aids and adaptations to meet the special needs of individuals to enhance their quality of life and, where appropriate and possible, enable them to remain in their current home.

An Aid is a piece of equipment or a device that assists the user. Generally, these are moveable and do not require any alterations to the property itself.

An Adaptation is a fixed piece of equipment or alteration to the property itself. Adaptations encompass both 'minor' and 'major' adaptations.

2. SCOPE OF POLICY

- To provide clear guidance for MHA's Housing and Maintenance teams and tenants on the way in which we expect requests for Aids and Adaptations in homes owned and managed by MHA to be dealt with.
- Ensure consistency of policy implementation
- To make sure advice, assistance and support is given to any tenants who require Aids and Adaptations in their homes.
- This policy applies to all properties MHA own but excludes Shared Ownership units.

3. LEGISLATION, GUIDANCE & REGULATORY STANDARDS

The Equality Act 2010 imposes a duty on landlords to make 'reasonable' adjustments to accommodate disabled residents. The Act defines a disabled person as a person with a physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities.

The Regulator of Social Housing (RSH) is the independent body enforcing strengthened consumer standards for social housing in England as of April 1, 2024, under the Social Housing Regulation Act 2023.

The Safety and Quality Standard outlines the following outcomes expected of MHA:

1.5 Adaptations

1.5.1 Registered providers must assist tenants seeking housing adaptations to access appropriate services.

Furthermore, the requirements expand as follows in section 2 of this standard:

2.4 Adaptations

2.4.1 Registered providers must clearly communicate to tenants and relevant organisations how they will assist tenants seeking housing adaptations services.

2.4.2 Registered providers must co-operate with tenants, appropriate local authority departments and other relevant organisations so that a housing adaptations service is available to tenants where appropriate.

4. APPROACH

Aids and Adaptations should be requested by a resident or someone on their behalf such as a family member, care or support worker or GP.

MHA assists eligible residents to secure aids and adaptations to their homes by directly undertaking the work where the request is for a minor aid or adaptation or assisting the resident in accessing Occupational Therapy assessments and applying for a Disabled Facilities Grant (DFG) from their LA if the request is for a major aid or adaptation.

Aids and adaptations are split into major or minor, with varying timescales, cost and the amount of actual work required. It should be noted for the purposes of this policy that aids & adaptations are not means tested and are open to all residents who make a valid/supported application.

Minor Adaptations (Cost up to £600.00)

Minor adaptations are the most common adaptations which constitute small changes to a resident's home, including but not exclusive to:

- Grab rails
- Door alterations
- Handrails
- Lever taps
- Ramps/steps
- Lighting improvements

Major Adaptations (cost over £600.00)

Major adaptations generally cost over £600.00 and are more complex. These could include:

- Stair lifts
- Low access baths
- Provision of level access showers
- raising electrical sockets
- lowering switches

For minor work we will aim to complete the work as follows (This may be dependent on the need to get advice and support from specialist organisations):

- 5 Working Days (Urgent) – Grab rails and lever taps
- 20 Working Days (Routine) – Door alterations, handrails, ramps/steps, lighting improvements, any other specialist equipment

Major aids and adaptations will be dependent on the approval of a DFG by the Local Authority; therefore, timescales will be dependent on this. Furthermore, adaptations that require major building work are subject to planning permission and building regulations and therefore the timescales for completion will be longer. MHA reserves the right to challenge or reject any requests that it deems unreasonable or without justification or validity. MHA also reserves the right to provide final approval before any major adaptation is progressed by the Local Authority.

MHA will service and maintain all aids and adaptations supplied by us or where the responsibility has been passed to us by the local authority. We will also replace these at the end of their economic life provided they are still demonstrably required, with the exception of any lift equipment (Please refer to MHA's lift policy).

5. FUNDING

MHA will fund minor adaptations by allocating an annual budget to cover such requests. The budget will be based on service demand and reviewed annually.

For all major adaptation requests MHA will seek to signpost and support tenants to assist in maximising funding streams available via the local authority DFG scheme.

6. RECORDING AND MONITORING

All requests for Aids and Adaptations will be recorded and monitored to ensure compliance with the Policy, to ensure it is effective and to continually improve how we work.

7. REVIEW

The policy will be reviewed every three years (or sooner if there is a change in regulation, legislation or codes of practice)

Policy Name	Aids and Adaptations
Date of Customer Panel Consultation	15 April 2026
Equality Impact Assessment Completed	Yes
Date Approved by the Committee	May 2026
Next Review date	May 2029
Lead Officer	Head of Property Services