



Aids and Adaptations Policy

1 Purpose

MTVH serves a wide variety of housing markets and customers, including people requiring care and support. MTVH recognises that the needs of customers can change over time and homes may need to be altered to accommodate these changes. We will work with other agencies, including local authorities and social services, to support customers who require adaptations to their homes.

The purpose of this policy is to encourage and support independent living for as many customers as possible by:

- Ensuring MTVH is fair and transparent in response to adaptations requests
- Supporting customers to access the full range of help that is available to them
- Making the best use of available properties

Each request from customers for assistance with aids and adaptations will be considered on an individual basis, priority will be given to those with medical or other essential needs.

2 Scope

This policy is relevant to all MTVH employees who work on, visit, or use MTVH properties, or who may be affected by its activities or services. It will be used by all to ensure they understand the obligations placed upon MTVH to maintain a safe environment for customers and employees within the homes of each customer, and within all communal areas of buildings and other properties (both owned and managed by MTVH).

This policy applies to the following property types:

- Social rented
- Affordable rented
- Market rent
- Intermediate and keyworker accommodation
- Care and support
- Sheltered Housing
- Facilities buildings
- Homeowners (communal areas only)
- Rent To Buy/London Living Rent

This policy provides assurance that measures are in place to identify, manage and/or mitigate risks associated with difficulties that arise for particular customers and enable them to sustain or improve their independence as much as possible.

Whilst the statutory responsibility for the funding of adaptations is the duty of the relevant Local Authority, MTVH customers are entitled to apply for Disabled Facilities Grants via the Local Authority under the terms of the Housing Grants Construction and Regeneration Act 1996.



3 Our Approach

3.1 Our Customers

We will provide a fair and easily accessible aids and adaptations service to customers that promotes choice and encourages independent living. MTVH will ensure it meets its legal and regulatory requirements in regard to providing aids and adaptations services.

MTVH will provide an annual budget identified within the Planned Investment Plan, which will be used as efficiently as possible to provide a fair and accessible service.

Our website <https://www.mtvh.co.uk/> has a link for aids and adaptations queries and provides helpful information on how to progress any requirements. We also provide an aids and adaptations leaflet which explains the full process including how to contact an Occupational Therapist, how the works will be executed and funded. If further support and guidance is required, Local Housing Managers will provide further clarity on the services we offer and how our customers can learn more about the services they need.

3.2 Our Colleagues

We provide clear and practical guidance for colleagues and managers to follow in our **Aids and Adaptations Procedure**.

3.3 Third Party Organisations

We have several third-party contract arrangements with landlords, support providers, contractors and suppliers. Our contract specifications will require our partners to comply with this policy and accompanying procedures and for this to be reflected in their own policies and procedures

3.4 Quality assurance and monitoring

Details of aids and adaptations will be held and used to record the details of all applications, grants and allocated funding, as well as the works themselves, in accordance with the retention schedule

The MTVH Executive Director of Property will maintain strategic responsibility for the management of aids and adaptations, ensuring compliance is achieved and maintained. The Director of Property – Asset Management and the Director Of Property Services Delivery will oversee the implementation of the aids and adaptations programme and will also prioritise and implement any required works.

MTVH will carry out regular quality assurance audits, to ensure that all relevant actions are being fully and robustly implemented, including testing for compliance with the regulations, legislation and codes of practice and identify any non-compliance issues.

MTVH will report accurately on performance in relation to aids and adaptations.

Assessments in properties above Ground Floor

Where recommendations are for properties above ground floor level, consideration should be made by the relevant teams (Housing, Care and Support, Assessment and Support team) that we are aware of the customer's additional needs, and any additional measures that need to be taken (e.g. PEEP). If



colleagues have any concerns about the suitability of the accommodation, then the request should be paused whilst all options are considered.

4 Managing Requests

MTVH will consider requests from customers for assistance with aids and adaptations on receipt of an assessment from an Occupational Therapist, GP or qualified specialist practitioner. Where it is believed by MTVH, by customers or by their advocates that an adaptation may be necessary, MTVH will support the customer to make a referral to the Occupational Therapy service.

MTVH is committed to making reasonable adjustments to properties or supply specialist equipment where they are recommended by an occupational therapist or qualified specialist practitioner. MTVH will arrange and fund minor adaptations e.g. lever taps and grab rails, however, MTVH will not make changes which affect the structure or would substantially and permanently alter a property.

Where occupational therapists recommend adaptations that may exceed £1,000 MTVH will support the resident to make an application to the local authority for a Disabled Facilities Grant to fund the works.

We will always fully support our customers with arranging adaptations. Working with our Surveyors and Occupational Therapists to meet the needs of the customer or agree upon alternatives. We will always support our customers with their rehousing options, where applicable.

A Personal Emergency Evacuation Plan (PEEP) will need to be considered if an existing resident living in a flat has any of the following requirements:

- Has a deteriorating ongoing permanent condition which may require further adaptations and/or
- Has specialist fire safety equipment
- Has a disability requiring specific measures for escape if a fire occurs in their home.

Homeowners

Aids & Adaptations requests for Leasehold (LH), Shared Ownership (SO) and Freehold properties will be forwarded to the Home Ownership Team for processing and approval.

MTVH will not unreasonably withhold or refuse a request from a Homeowner to carry out Aids & Adaptations works within their property. The lease will determine what is allowable and the process will follow the Improvement & Alteration Policy.

5 Background legislation

- Human Rights Act 1998
- The Equality Act 2010
- Disability Discrimination Act 2007
- The Chronically Sick and Disabled Persons Act 1970 (sections 1 and 2)
- The Housing Grants Construction and Regeneration Act 1996 (Section 23)
- The NHS and Community Care Act 1990
- The Community Care (Delayed Discharges) Act 2003 (Part 2)
- The Carers (Recognition and Services) Act 1995 and the Carers and Disabled Children's Act 2000
- Disabled Persons Act 1981
- The Disabled Person's Services, Consultation and Representation Act 1986 (Section 4)



- The good practice guide, Delivering Housing Adaptations for Disabled People (June 2006 edition)
- Housing Act 2023 & Consumer Standards

6 Our commitment to Equality, Diversity and Inclusion

In implementing this policy MTVH will not discriminate against any colleague, customer or stakeholder on the grounds of their sex, sexual orientation, gender reassignment status, ethnic origin, age, religious belief, disability, marital status and pregnancy/maternity.

An Equality Impact Assessment has been completed for this Policy and is retained by the Policy Team

7 Key Policy Information

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| Policy Owner | Director of Property – Commercial |
| Author | Head of Planned Investment |
| Approved by | Commercial Director |
| Effective from | November 2024 |
| Approach to review | This Policy & associated Procedures will be reviewed if legislation, regulatory changes or operational need requires. Any amendments will be appropriately consulted on and signed off before being clearly communicated to customers and colleagues. |
| <p>This is a controlled document maintained on electronic media. When appearing in paper form it should be checked against the master copy held by MTVH to verify that this is the current version.</p> <p>Any printed copies shall be considered uncontrolled.</p> | |