



Aids and Adaptations Policy

Date approved	22 September 2025
Next review date	September 2028
Responsible officer	Erin Forde, Head of Property Services
Approver	Board of Management

1 Introduction

- 1.1 CDS is committed to the delivery of aids and adaptations where they are necessary to enable customers, and members of their household, to enjoy a better quality of life in a safe environment. We want to support our residents to live independently, whilst making the best use of our properties.
- 1.2 This policy will support with our compliance to meet the Social Housing Regulator's standards and regulatory framework.
- 1.3 This framework requires us to understand and respond to the diverse needs of our customers.

2 Scope of the policy

- 2.1 Our policy aims to enable the provision of an inclusive aids and adaptations service, which actively engages with all residents inclusive of any characteristics protected by the Equality Act 2010.
- 2.2 The policy applies to residents, and their associated family members, living in CDS homes. It does not apply to leaseholders, owner occupiers and shared ownership residents.

3 Definitions

- 3.1 **Aids and Adaptation** are alterations or improvements carried out to a resident with a disability's home

or communal area to enable them to continue to carry out day to day activities. This does not include responsive repairs

- 3.2 **Minor adaptations** - costing up to £500 including, but not limited to, internal door threshold ramps, lever taps, grab rails, moving door handles and power sockets
- 3.3 **Major adaptations** - costing over £500 including, but not limited to, provision of lifting aids, stair lift installation, level-access showers and installation of a wet room
- 3.4 **Occupational Health (OT)** are health care professionals. Following receipt of a referral, the OT will carry out an assessment of the need for aids and adaptations in the resident's home. If an independent occupational therapist is used by us, they must be State Registered by the Council for Professions Supplementary to Medicine and listed in the current Directory of Private Practitioners, produced by the College of Occupational Therapists and Occupational Therapists in Private Practice
- 3.5 **Protected Characteristics** are personal attributes that are legally safeguarded against discrimination under the Equality Act 2010 in the UK. These characteristics include age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

4 Principles

CDS will endeavor to:

- 4.1 Provide clear information relating to our aids and adaptations process, which is available to residents, their relatives and carers
- 4.2 Ensure that no current or potential residents is discriminated against by managing a request for Aids and Adaptations on less favorable terms due to a protected characteristic.
- 4.3 Process and install reasonable requests for minor aids and adaptations within published timescales.
- 4.4 Support our residents in obtaining suitable alternative housing where a transfer to another property is considered to be the best provision in line with Occupational Therapist (OT) recommendations and/or governmental agencies' referrals
- 4.5 Manage and allocate existing adapted properties efficiently to ensure that the impact on residents is kept to a minimum
- 4.6 Review and assess all requests which are reasonable, practicable and supported by an OT recommendation. Where applicable, we will work with local authorities to secure the required funding for major adaptations and keep the resident informed on the progress. It will include through the Disabled Facilities Grant (DFG).
- 4.7 Work wherever possible and/or relevant, in partnership with other agencies such as health authorities, commissioning bodies, or local authorities in order to meet the residents' assessed needs based on the appropriate referrals we may receive from them.
- 4.8 Have appropriate servicing contracts in place for all relevant equipment installed such as (but not exclusive to) track hoists, stair lifts and through floor lifts which will include storing the information on our internal data records.

4.9 There may be circumstances where the responsibility to repair and maintain certain equipment is not held by CDS, however, the responsible party will be clearly advised and communicated with at the time of installation.

4.10 A service charge may be applicable for mechanical adaptations to cover the cost to service and maintain the equipment where appropriate. Residents will be consulted with and notified in the event that a service charge is applicable.

5 Applying for Adaptation

5.1 Granting permission for a resident to make an adaptation

Adaptions are an important way of ensuring that the house feels like home by being safe, comfortable and accessible. Although residents must seek permission to adapt their home, we will not refuse it unless there are reasonable grounds for doing so.

5.2 Reasonable adjustment

Housing applicants (a member of the public who applies for a rented CDS property) have a right to request adaptations to be made to a property ahead of them moving in before they accept the property. CDS will work in line with their Reasonable adjustment policy to best support the needs of our residents.

5.3 Requests for an adaptation

Requests for an adaption can be made to anyone at CDS by calling 020 4551 0080 or emailing talktous@cds.coop. You can also discuss your special requirements with a CDS staff when they are on your estate. We assess each request for an adaptation to determine whether a minor or major adaptation is required. We will always ask for additional information, such as medical records, or OT reports to support any requests. In most cases we will request a referral from a health professional such as an OT is made to us, to correctly advise what adaptations may be required in the home.

Throughout the assessment process we work closely with residents, advocates, occupational therapist team and other technical staff teams involved in the process to ensure each party is kept up to date with progress

5.4 Minor adaptations

5.4.1 Minor adaptations are defined as work that doesn't significantly alter the structure of the property and typically costs less than £500. Examples include:

- Grab Rails
- Banister Rails
- Lever Taps

5.4.2 At the initial request stage, a request for an adaptation will be dealt with by the Repairs Team. If the adaptation required is minor, considered reasonable and expected to cost less than £500 an order will be raised with our responsive repairs' contractor.

5.4.3 Depending on the extent and complexity of the work, the Housing Officer and a surveyor may need to inspect the property before the work is approved to clarify the scope of works.

- 5.4.4 We aim to complete minor adaptations in line with our responsive repairs targets outlined in our Repairs Policy.
- 5.4.5 To remove barriers in supporting our residents, minor adaptation requests will be treated on a case-by-case basis and may be identified through multiple channels such as:
- Direct request from the tenant.
 - Home Visit.
 - Stock Condition/Repair Visit
 - Feedback from Contractor.
 - Tenant-engagement events.
- 5.4.6 For any minor adaptations which exceed the threshold allowance, the Housing Officer must seek approval from either the Head of Property Services or Head of Housing Services before proceeding.

5.5 Major adaptations

- 5.5.1 Major adaptations are usually significant changes to a property which cost more than £500. These adaptations will need to be recommended by an Occupational Therapist, employed by a customer's Local Authority. Examples include, but are not limited to, the following:
- Level-access showers
 - Wet rooms
 - Ramps
 - Stair lifts / through-floor lifts
 - Specialist baths
 - Extensions and/or Structural Alternatives
- 5.5.2 Major adaptations will usually be funded through a grant dependent on whether or not the customer meets the eligibility criteria and may be subject to passing a financial assessment. Wherever possible, Disabled Facilities Grants will be used in line with Local Authority agreements.
- 5.5.3 Where the customer is unsuccessful in obtaining grant funding or where other funding cannot be sourced by the resident and evidence has been provided, we may, in exceptional circumstances, consider match funding or funding the whole cost of the adaptation, however each case will be considered on its own merits.
- 5.5.4 If the resident is funding the adaptation themselves, they will need to ask for permission before making any major adaptations to their home and be able to provide detailed information including specifications and scope of work required.
- 5.5.5 Where we are able to, we will support the resident with the completion of the application.

5.6 Communal Area Adaptations:

- 5.7 A request for an adaptation located in a communal area will be considered on a case-by-case basis and will be led by both the Repairs Manager and Housing Manager. Examples include, but are not limited to, the following:
- Handrails

- Ramps
- Stair lifts / through-floor lifts
- Extensions

6 Complaints

6.1 CDS aim to meet all its obligations to carry out repairs in line with our Repairs Policy. Any dissatisfaction related to our repairs service or one of our contractors, will be handled in line with our Complaints Policy.

7 Equality, Diversity and Inclusion

7.1 This policy will be applied fairly and consistently to all residents in line with our EDI policy. No person or group of people will be treated less favorably than any other person or group of people

8 Monitoring and Compliance

8.1 The Repairs Manager will keep an audit of all associated costs relating to any Aid or Adaptation works and provide a summary of this to the Head of Property Services on a monthly basis so the information and data will be available to Board at their request.

9 Confidentiality

9.1 CDS will collect and process data in line with our current Data Protection Policy.

10 Associated policies and procedures

10.1.1 The following procedures are associated with this policy and aims to ensure that we comply with all legal and regulatory responsibilities:

- CDS Equality, Diversity and Inclusion Policy (EDI)
- Safeguarding for Children and Vulnerable Adults Policy
- CDS Reasonable Adjustment Policy
- Data Protection Policy
- Complaints Policy

Version control

Date	Amendment	Version control
22 September 2025	New policy approved by board	1.0