

## Disability Adaptations, Assistance and Equipment Policy

Grand Union is dedicated to helping customers stay independent at home.

This policy outlines Grand Union's support for customers needing adaptations and equipment in their homes, or those moving to or requiring an adapted home, enabling greater independence, safety, wellbeing and dignity.

### Policy statement

Grand Union will use the broader definition of the Equality Act 2010 to decide if someone qualifies for funding for disabled facilities.

We aim to ensure compliance with the Housing Grants Construction and Regeneration Act 1996, the Social Housing Regulator's Regulatory Code and Guidance, alongside the Chronically Sick and Disabled Persons Act 1970 and the Care Act 2014.

To reach our goals, we work with:

- community occupational therapists (COT)
- trusted assessors (TA)
- local authorities (LA)
- and in-house teams.

### Our aim for supporting disabled customers:

What we'll do	What this means for you
We always treat customers fairly and equally, considering their needs and statutory and regulatory responsibilities.	We'll focus on what's best for you and find the best way to keep you safe in your home, following statutory and regulatory responsibilities.
We prioritise and meet the needs of disabled customers timely, and effectively, considering available funding.	We'll prioritise your needs and provide timely adaptations based on assessments from COTs and our TAs.
We'll make sure customers can get helpful advice about making changes to their home and what we can provide.	We'll provide online support information; if you can't access it, we'll mail it to you.
We'll help you understand how to reach out to your COT/TA service and grants team to help fund and make changes to your home.	We will provide customers with key information about the service, what we can provide and what our partners can provide.

## Important things to know when asking for changes to your home:

Things to be aware of	What this means for you
We'll review COT and TA recommendations and ensure a prompt decision for permission and funding.	You'll be informed in writing about the review, and if a survey is needed. Once agreed upon, we'll work to the COT/TA priority.
We will try to act on the advice of a COT/TA who will identify possible adaptations needed to support customers with serious and long-term underlying health conditions.	It will be up to the Accessibility team and local authority grant team to interpret the recommendation, make provisions that adhere to building regulations, and ensure value for money.
If adaptation costs exceed funding, you may need to pay part of the cost.	Not applying for a grant, or not meeting your contribution, can affect our ability to help.
If you've received funding from us or a local authority Disabled Facilities Grant (DFG), you'll need to confirm your intention to stay in your home for five years after the works are finished.	If you move, you may need to repay funding. While you'll have transfer rights, we may not adapt successive properties unless there is no other option, i.e. where medical needs have changed.
Rent may increase if room sizes are expanded or increased as a result of adaptations to the property.	While the terms of your existing tenancy will remain unchanged, a new tenancy agreement will reflect any changes and rent adjustments.
Major adaptations may be refused if the property is unsuitable, impacts communal areas, or extends beyond property boundaries, considering cost and value for money.	We'll explain the reason for refusal, and you can appeal if you disagree.
We'll support supportive adaptations if we receive a DS1500 medical report indicating you have a life-limiting illness.	We'll assess and meet your needs so you can have adaptations that give supportive care provisions in your home.
We'll help get funding for temporary equipment and minor changes for palliative care.	We'll offer minor adjustments for a comfortable living space, helping those needing end-of-life care to stay at home longer.

## How we can help you move and access other services:

What we'll do	What this means for you
Large and complex adaptations may need senior management approval.	This might involve discussions about funding and relocation before proceeding.
We'll help you move to a suitable or downsized adapted property that better meets your needs.	You'll be prioritised on our internal transfer list and assisted with re-housing. We may offer minor changes until you move.
We'll work with other teams to provide extra support whilst moving.	We will refer you to other teams for additional support, such as financial or well-being assistance.

### Other related legislation

- Building Act 194 (Building Regs Part M)
- Chronically Sick and Disabled Persons Act 1970
- Care Act 2014
- Equality Act 2010
- Housing Act 2004 - Housing Health and Safety Recording System
- Homes (Fitness for Human Habitation) Act 2018
- Housing (Grants, Construction and Regeneration) Act 1996 (Section 100)
- Human Rights Act 1998
- Social Housing Regulator's Regulatory Code and Guidance

### Other related policies

- Decant Policy
- Allocations Policy
- Complaints Policy
- Equality Diversity and Customer Care Policy
- Health and Safety Policy (Corporate)
- Safeguarding Policy

### Monitoring

This policy will be reviewed in accordance with the policy review programme.

### Customer consultation

We've used customer feedback to create this policy. This was carried out through a survey on our customer engagement platform, Voice.

### Equality impact assessment carried out: Initial screen.

**Person responsible for review:** Head of Assets, Contracts and Procurement  
**Supported by:** Accessibility & Special Projects Manager  
**Ratified by:** Customer Experience Committee November 2024

**Date policy reviewed:**  
**Date of next review:**

November 2024  
November 2027