

**At PCHA we are committed to enabling residents to live as independently as possible in their homes. We recognise the difference sometimes even a minor adaptation can make to quality of life. We aim to support the effective planning and delivery of aids and adaptations through partnerships with the local authority and other partners.**

## **What is an Aid or Adaptation?**

An aid or adaptation is any equipment, fitting or modification provided in order to increase mobility, independence and wellbeing and therefore promote an increased sense of welfare and improve quality of life in your home.

We will work with our external partners to facilitate the provision of aids and adaptations. We also commit a small annual budget to assist with minor aids and adaptations, subject to a financial assessment.

Where an aid or adaptation may be required, we will review and assess each case individually to understand the needs and requirements of the individual. Additional information will normally be required from an Occupational Therapist, social services or medical professional.

## **Our Aids and Adaptations Policy**

This policy applies to all PCHA residents who may need an aid or adaptation to promote a greater level of independence.



The aim is to:

- Ensure that the needs of our residents and their property requirements are identified
- Individually assess all requests for aids or adaptations
- Consider alternative housing options available for the resident to ensure they are housed suitably if adaptations are not appropriate
- Ensure timely information and advice is communicated following a request
- Set out the criteria by which PCHA will assess all written requests for adaptation work

## Minor and Major Aids and Adaptations

Aids and Adaptations are split into two categories – minor and major. These distinctions are based on the nature of the work required and do not correspond to the impact the alteration will have on the individual.

### Minor Aids and Minor Adaptations

Minor adaptations are defined as work that does not affect the structure of the property and/or is not significant in cost. Examples of such work, but not restricted to, may be:

- Grab rails
- Key safes
- Rails and extra steps to doorways
- Lever taps to washbasin, sink and bath
- Over-bath showers
- Removing internal door thresholds
- Additional electricity sockets for charging mobility scooters.



The cost of these works should normally be paid for directly by the resident but, subject to a financial assessment, residents can apply for funding through a discretionary small aids and adaptations budget held by PCHA.

PCHA will not usually fund equipment which is usually funded or provided by social services or others. PCHA will also not fund mobility scooters, or alterations or storage to accommodate mobility scooters.

## Major Aids and Adaptations

Major adaptations are those where there will be structural alterations to the property and/or where there is a significant cost. Examples of such work, but not restricted to, may be:

- Level access shower to replace bath
- Permanent ramp to a doorway
- Thermostat-controlled shower over the bath
- Stairlift
- Internal structural changes to doors and walls.

Requests for major aids or adaptations that have a significant cost will be referred to the relevant local authority for funding through the Disabled Facilities Grant (DFG) unless a resident can finance the works themselves. If you are not eligible for DFG, you will have to source other means of funding or consider alternative housing options.



## Supporting evidence

Supporting evidence including a recommendation from an Occupational Therapist **will always be required** in respect of any requests for major aids or adaptations and the majority of minor, dependent upon the works requested. In some cases, we may require supporting evidence from another medical professional. This is to ensure that what is fitted or installed is suitable to meet individual needs.

## Refusal

PCHA may refuse requests for aids or adaptations on the following grounds:

- The property is not suitable for adaptations
- The works are not considered to be reasonable
- The adaptations of the property would significantly affect the opportunity of future lettings
- The length of the tenancy at the time of the application
- If a resident is under-occupying the property by one or more bedrooms
- The cost of the works cannot be covered by a DFG grant or the resident

## Maintenance and Replacement of Aids & Adaptations

### Adapted kitchens and bathrooms

Where a kitchen or bathroom has been adapted, PCHA will take responsibility for the maintenance and replacement of the facilities following the end of the warranty period.

Wherever possible we will replace items with like for like but this is not always achievable where a fixture or fitting is non-standard or no longer available. In these circumstances, we will try and find the closest match available, but we will not undertake unnecessary works or full replacements simply for aesthetic reasons.

If a resident has replaced fixtures or fittings themselves (such as tiling, flooring etc.), we are not responsible for any repair or replacement.

### Specialist equipment

We will not take responsibility for the servicing, maintenance, insurance, or replacement of specialist equipment such as stair-lifts, hoists, and Clos-o-mats. Where these works were originally funded by DFG, residents are encouraged to claim for a second DFG to fund the works.

Where there is a need for maintenance and servicing of an aid or adaptation which has not been carried out by the resident, we reserve the right to complete the works and recharge the resident.

## Aids and Adaptations in Communal Areas

Where there is a collective need for an aid or adaptation within a communal area, we will consider these works in line with our Asset Management Strategy and our need to maintain the value and function of the property. We will also consider any general health and safety and fire safety requirements. Any works will normally benefit more than one resident.

These facilities will be funded, installed, and maintained by PCHA but would then be service chargeable to all residents within the estate, block, or scheme.

### Further Information

If you would like to discuss your need for an aid or adaptation or would like more information, please contact one of our team by phone on **0208 659 3055** or email [repairs@pcha.co.uk](mailto:repairs@pcha.co.uk)