



ADAPTATIONS POLICY

REVIEW DATE: FEBRUARY 2026



1.0 POLICY STATEMENT

- 1.1 Community Gateway Association (CGA) recognise that sometimes our tenants need adaptations or alterations to their home to improve their quality of life and to live independently.
- 1.2 As far as practicably possible, CGA will support tenants and enable them to continue to live independently within their home and community, ensuring that their home remains safe and convenient to use, whilst ensuring efficient management of resources.
- 1.3 CGA are committed to responding promptly where adaptations are required and work with the tenant to either undertake the necessary works to their current home or move them to a more suitable home if their current home cannot be suitably adapted.
- 1.4 By adopting this policy, CGA aim to:
- Meet the high standards expected of us by our tenants and meet our Gateway Promises
 - Assist tenants to live independently in their homes for longer
 - Comply with all legal requirements
 - Make best use of our housing stock and balance the needs of current and future tenants

2.0 DEFINITIONS

- 2.1 Adaptations are alterations or additions to any aspect of the property which can help tenants in and around the home and assist them to live independently.
- 2.2 CGA defines adaptations as either **minor adaptations** or **major adaptations**.

- 2.3 Minor adaptations are small items such as lever taps, grab rails or handrails with a maximum value of £1,000.
- 2.4 Major adaptations include works with a value of over £1,000 and will typically involve changes such as the installation of a level access shower, stairlifts, ramps or adapted kitchens.
- 2.5 There are some aids and equipment that CGA do not provide. Where this is the case CGA will provide advice to tenants on how to obtain these types of adaptations from social services or other local providers.

3.0 QUALIFYING CRITERIA

- 3.1 CGA will consider requests for adaptations to any of its general needs, sheltered and supported housing properties. CGA will not consider requests from leaseholders or shared ownership tenants but will provide advice to these tenants on how to contact their Local Authority (LA) for assistance, and to inform them of any possible funding.
- 3.2 Adaptations will be considered where:
 - a. The tenant or a member of their household has made a request and/or the work is recommended by a qualified Occupational Therapist (OT)
 - b. The property is the principal home of the person who requires the adaptation
 - c. It is practical for the works to be undertaken
 - d. There is adequate funding available
 - e. The works, once completed, will not present CGA with unreasonable and extensive costs for the adaptation/s to be removed (either during the tenancy, or at the end of the tenancy)

3.3 CGA are unlikely to invest in the provision of major adaptations where the benefit is short-term or where it is not reasonable or practical. Such circumstances may include:

- a. Where the tenant is actively seeking re-housing, or has applied buy their home
- b. Where the tenant is significantly under or over occupying their current home
- c. Where the tenant occupies a property that is scheduled for modification or major refurbishment within the next two years, and the modification or refurbishment would require the adaption to be carried out again
- d. Where the adaptation requested is not structurally practical
- e. Where a request is made for a stairlift to a property which is accessed via a communal staircase
- f. Any property in which a room identified as requiring a major adaption is used as thoroughfare or for access to a shared space, i.e. request for a lounge to be converted to a bedroom but access to the kitchen is through the lounge
- g. Where the tenant is in significant breach of their tenancy agreement

3.4 Adaptations will not usually be carried out where the tenancy is less than 12 months old as it would be expected that the home would meet all the needs of the incoming tenant, unless the property has been identified by CGA as suitable for adaptations, and the incoming tenant's existing home is unsuitable for adaptation. These works would usually be carried out on commencement of the tenancy. CGA understand however that tenants' circumstances can change without notice and we will review these on a case by case basis.

3.5 Where an extension is recommended, CGA will first seek to find an alternative home which may better meet the needs of the tenant and their household.

- 3.6 Where an adaptation requires the construction of a hardstanding for a mobility vehicle within the curtilage of the property, the adaptation will not include the purchase of the mobility vehicle or the provision of a garage, storage, or maintenance facility for the vehicle.
- 3.7 Where a property is less than 10 years old, adaptations will only be approved if the works will not invalidate the new-build warranty.
- 3.8 Where it is not possible to adapt a property or provide permission for the works, CGA will seek to find a suitable alternative home for our tenant, either through our own housing stock or by working with our Select Move partners. Where reasonable, CGA may consider installing temporary removable adaptations to assist the tenant until a suitable alternative home becomes available.
- 3.9 Where CGA is not able to carry out the requested adaptation, we may provide permission for tenants to install their own adaptation. Permission for this must be sought from CGA and further guidance can be found in our Repairing and Maintaining Your Home Policy.

4.0 FUNDING AND DELIVERING ADAPTATION WORKS

Minor Adaptations

- 4.1 All minor adaptations will be funded through CGA's dedicated adaptations budget.
- 4.2 Requests for minor adaptations do not require an OT referral and can be made directly by the tenant or a member of their household.
- 4.3 It may be necessary for a CGA Surveyor to carry out a pre-inspection to ensure that the minor adaption can be fitted, and to determine the most appropriate adaptation to meet the long-term needs of the tenant or member of their

household. If a pre-inspection is required, the property will be inspected within 10 working days following receipt of the request.

4.4 CGA will advise tenants of the decision on whether the adaptation has been approved either within:

- 2 working days following a written request by an OT, or for minor adaptations that do not require a pre-inspection; or
- 2 working days following the pre-inspection

4.5 Once approved all minor adaptations will be completed within 20 working days in line with our Repairing and Maintaining Your Home Policy.

Major Adaptations

4.6 Requests for major adaptations costing more than £1,000 can be made directly by the tenant or an OT but need to be supported by an OT referral and meet the qualifying criteria contained within this policy as set out in section 3.

4.7 To maximise the number of adaptations that CGA can carry out for our tenants, the cost for all major adaptations will be funded where possible through external funding sources.

4.8 As the landlord, CGA reserves the right to decide whether or not grant funding is applied for and will only permit a grant application if the qualifying criteria contained within this policy as set out at section 3 is met.

4.9 It is a requirement that the tenant applies for a Disabled Facilities Grant (DFG) by submitting an application to the relevant LA, once CGA has agreed that the property is suitable for adaptation. The success of the application and the amount paid will vary depending on the LA.

- 4.10 Where an application does not qualify for the DFG funding, CGA will support the requesting tenant, the LA, and other agencies to establish whether any alternative funding is available.
- 4.11 In order to obtain grant funding, the tenants must fully co-operate with the LA and provide all information requested to facilitate the claim. Failure by the tenant to apply or co-operate with the grant application process will result in the offer of an adaptation being retracted.
- 4.12 If no external funding is available or the funding does not cover the full cost of the works, CGA will consider funding the remainder or the entirety of the works subject to qualifying criteria set out above and availability of budget.
- 4.13 CGA will endeavour to complete all major adaptations within 22 weeks of receiving the completed OT referral.
- 4.14 To ensure value for money, CGA may consider delivering the approved adaptation as part of a major investment programme of works. If this is the case, CGA will advise the tenant, and provide the likely timescales for work to be completed.
- 4.15 CGA is sensitive to the needs of our more vulnerable tenants and will ensure that individual circumstances are always considered when providing the tenant with a timescale for completion of works.

5.0 MANAGING EXISTING ADAPTATIONS

Maintaining Adaptations

- 5.1 Faults on adaptations should be reported to CGA who will arrange for the repair to be carried out in line with our Repairing and Maintaining Your Home Policy.

- 5.2 CGA will undertake services and maintain all stair lifts and vertical lifts installed by us or fitted by an approved third party.
- 5.3 Lifts will be serviced twice per year in line with our Keeping Your Home Safe Policy. Tenants must allow access to the lift to enable servicing to take place and failure to do so will be managed in accordance with our Keeping Your Home Safe Policy, which could ultimately result in legal action being taken to enforce access.
- 5.4 CGA's insurance company will carry out an annual inspection on all lifts owned by CGA to ensure they are in safe working order. Any faults reported will be rectified in line with our Repairing and Maintaining your Home Policy.
- 5.5 If a tenant's medical circumstances change which results in health and safety implications relating to the safe use of a lift, CGA have the right to isolate or remove the lift and discuss alternative solutions with the tenant which may include moving to a more suitable property.
- 5.6 CGA will not service or maintain any adaptations which tenants have installed at their own cost, and such costs are the sole responsibility of the tenant. In addition, where a tenant terminates their tenancy, or decides the adaptation is no longer required, they must arrange for the removal of the adaptation and make good any damage caused to the property.
- 5.7 CGA will maintain a record of all adaptations installed in our homes and ensure that all adaptations are replaced in line with their pre-defined life cycle. Once an adaptation is due for replacement, CGA will, in conjunction with the tenant and OT where necessary, determine the most suitable replacement for both the tenant and the property.

Making Best Use of Installed Adaptations

- 5.8 CGA has responsibility to ensure that we provide an efficient, value for money service and will endeavour to make best use of adaptations that have previously been installed, in line with our Empty Homes Policy.
- 5.9 As far as is possible we will aim to re-let properties which have adaptations installed to new tenants who require the adaptation and will use our register of adapted properties to do so.
- 5.10 Stairlifts will be removed as standard when a property becomes empty, or the tenant or household member no longer requires it.
- 5.11 CGA will consider the needs for adapted properties when developing our new build housing schemes to meet the needs of disabled tenants.
- 5.12 CGA may refuse the right to mutual exchange in cases where major adaptations have been completed to meet the needs of the household in either of the properties, and where the new tenant does not require the adaptations. Such cases will be considered on an individual basis in line with our Allocations Policy.

6.0 COMPLAINTS

- 6.1 This policy sets out our decision-making criteria for adaptations. If you are unhappy with a decision we have made in relation to this policy, you can appeal that decision by contacting us and we will respond in line with our complaints policy and procedure.
- 6.2 CGA recognise that sometimes our standards fall below those we, and you expect and when this happens CGA welcomes complaints as an opportunity to continually improve our service.
- 6.2 Tenants who wish to make a complaint about any of the services covered within this policy are encouraged to do so by using CGA's complaints process.

Complaints can be made via telephone on 0800 953 0213 (option 6), via email at complaints@communitygateway.co.uk, in writing or in person to our Head Office or by completing the online form on our website.

- 6.3 A copy of our Complaints Policy can be found on our website or can be provided upon request.

7.0 RESPONSIBILITIES

- 7.1 The Head of Asset Management is responsible for ensuring this Policy complies with all legislative requirements.

- 7.2 The Asset Programme Manager is responsible for the delivery of all adaptation work supported by the Allocations Team in relation to suitable alternative housing needs in the implementation of this policy.

8.0 DATA PROTECTION

- 8.1 The tenancy provides the legal basis for processing of information aligned to this policy. The retention of information will be the length of the tenancy plus six years.

9.0 MONITORING AND REVIEW

- 9.1 This Policy will be reviewed on a regular basis, with a full review taking place every 2 years, to ensure accuracy and that CGA complies with relevant legislation.

- 9.2 Internal oversight will be delivered through the monitoring of Key Performance Indicators overseen by the Senior Management team and our strategic tenant committee, Gateway Central. In addition, routine internal audits will take place as part of our internal controls.



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