

# ADAPTATIONS POLICY

SEPTEMBER 2025



**LANARKSHIRE**  
HOUSING ASSOCIATION LTD



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## ADAPTATIONS POLICY

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(\*Note Lanarkshire Housing Association hereinafter referred to as LHA)

### 1.0 INTRODUCTION

- 1.1 Lanarkshire Housing Association (LHA) is committed to the provision of adaptations to allow Tenants to continue to live in their own homes and to enhance their quality of life.
- 1.2 We work closely with local authorities and health professionals to ensure, where feasible, modifications to homes are provided which allow tenants to remain in their homes and enjoy independence, privacy, and dignity.
- 1.3 This policy should be read in conjunction with our Supporting in Sustaining Tenancy Policy which supports a 'person-centred' approach to assisting tenants to remain in their own home for as long as possible. Adaptations are paid for by the LHA but are subject to the availability of grant funding.

### 2.0 HOUSING (SCOTLAND) ACT 2010 – THE SCOTTISH SOCIAL HOUSING CHARTER (THE CHARTER)

- 2.1 In formulating this policy, LHA adopts the key aims and outcomes as defined in the Scottish Social Housing Charter (Charter) specifically:

#### **The Scottish Social Housing Charter**

#### **Charter Outcome 1 - Equality**

Social landlords perform all aspects of their housing services so that:

- they support the right to adequate housing
- every tenant and other customer have their individual needs and rights recognised, is treated fairly and with respect, and receives fair access to housing and housing services

This **outcome** describes what social landlords, by meeting their statutory duties on equalities, should achieve for all tenants and other customers regardless of age, disability, gender reassignment, marriage and civil partnership, race, religion or belief, sex, or sexual orientation.

This includes the need to eliminate discrimination and advance equality of opportunity. It includes landlords' responsibility for finding ways of understanding the rights and needs of different customers, for example victims/survivors of domestic abuse and delivering services that recognise and meet these. This may include making reasonable adjustments.

## **Charter Outcome 2 - Communication**

‘Social Landlords manage their business so that:

‘Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides’.

We aim to ensure that tenants and customers find it easy to contact us by providing clear information in plain English and make it simple for customers to access information and understand our decisions and actions. Additionally, we wish to make it easy for customers to make complaints or provide feedback on services.

## **Charter Outcome 11 - Access to Housing and Support: *Tenancy Sustainment***

Social landlords ensure that:

‘Tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.’

The outcome covers how landlords can help tenants who may need support to maintain their tenancy. This includes tenants who may be at risk of falling into arrears with their rent, and tenants who may need their home adapted to cope with age, disability, or caring responsibilities.

### **3.0 POLICY AIMS**

- We aim to promote sustainable balanced communities, ensuring the social welfare of tenants, with community and individual support. Assistance should be available for people who wish to remain in their homes, through a range of social work, health and other support available locally to meet their needs
- We will ensure tenants get the information, advice and support they need to sustain their tenancy, and teams will signpost tenants to available support agencies appropriate to their medical or mobility requirements.
- We are committed to continuous improvement and good practice when approving, installing, funding, managing, and maintaining adaptations in our properties
- We apply value for money principles in the use of aids and adaptations funding to achieve the best outcomes for our tenants
- We aim to effectively manage LHA’s stock so that homes that are already adapted are made available to those who can make use of them
- In some instances, construction type and financial constraints may prohibit the successful adaptation of a property and in such circumstances, we will provide appropriate housing options advice

## **4.0 EQUALITY AND DIVERSITY**

- 4.1 Our Equality Policy positively promotes equal opportunities for all our customers, and this underpins all our policies, procedures and processes. This policy complies with the statutory and regulatory requirements of the Equalities Act 2010 and the Scottish Social Housing Charter.
- 4.2 We embrace diversity and aim to eliminate any direct or indirect discrimination that we encounter. We will treat every tenant and customer with respect, ensuring that their individual needs are recognised and they are treated fairly and have equal access to services.
- 4.3 We aim to ensure every customer receives an accessible and inclusive service to positively assist people from all sections of the community and help them sustain their tenancies and live independently, free from unlawful discrimination or harassment.
- 4.4 In supporting our equality commitment, we have adopted the 'Happy to Translate' service and fully utilise other interpreting and translation services to bridge any communication gaps.
- 4.5 We will ensure there is fair, open and equal access to adaptations. Tenants will be provided with advice and guidance in relation to applications for adaptations, signposting them to the appropriate local authority department.

## **5.0 FUNDING**

- 5.1 At the start of each financial year LHA will submit funding bids to The Scottish Government, which reflect identified demand for Stage 3 adaptations. "Stage 3" is the general term for an adaptation to a property which is grant funded by the Scottish Government.

## **6.0 CRITERIA FOR ASSESSING APPLICATIONS FOR DISABLED ADAPTATIONS**

- 6.1 LHA accepts adaptation referrals from Occupational Therapists (OT) based in our areas of operation. Referrals are mainly in the form of a standardised assessment which has been risk and capability assessed then scored and prioritised by the OT. On occasion we may receive referrals from other sources which provide specialist services such as Deaf Action.
- 6.2 The eligibility assessment for adaptations uses the OT priority points score and then the date of the referral (where there is more than one case with the same priority award). Where referrals are received for upper flats or houses, we will look at the tenant's overall needs prior to approving the adaptation.

6.3 The current assessment process categorises each referral into the following groups:

- **Critical (Priority 1)** - where serious harm or loss of life may occur
- **Substantial (Priority 2)** - risk where harm may occur now or in the near future
- **Moderate (Priority 3)** - risk where harm may occur if action is not taken in the longer-term
- **Low (Priority 4)** - disadvantage or impact of quality of life if needs are not met

6.4 A register of all referrals is maintained both for monitoring of expenditure against budget and for end of year reporting.

6.5 Where a property is unsuitable for adaptations, we will assess the tenant's housing needs and discuss housing options available, making best use of our allocation policy.

## 7.0 TYPE OF ADAPTATIONS

7.1 Scottish Government guidance classifies adaptations in the following categories:

### Stage 1

These are adaptations where design features that are not specific to a particular condition or individual and that are incorporated into the initial specification for the property prior to its construction or improvement.

### Stage 2

Stage 2 adaptations are designed for properties to suit the particular requirements of the tenant to whom it has been allocated before, or close to practical completion of construction or improvement works. The original contractor may carry out these adaptations.

### Stage 3

Stage 3 works are undertaken to adapt a property to suit the changing needs of the existing tenant, or of a new tenant, where these could not reasonably have been identified when the property was originally provided.

7.2 Assessment for adaptations will vary from simple grab rails and disabled parking spaces, which must be applied for using the relevant application form, to walk in showers and ramps, which will be subject to an OT referral.

## **8.0 PROCUREMENT OF DISABLED ADAPPTIONS**

- 8.1 LHA will ensure that we achieve value for money in respect of procurement of adaptations, in compliance with our Property Services and Procurement Policies.
- 8.2 Selection of contractor(s) for adaptations will be based on our specified procurement criteria, detailed within the Property Services Policy, with contractors' appointment based on cost for a three yearly basis.
- 8.3 Contractor assessment will include quality testing and customer satisfaction, to ensure the service achieves our specified standards.
- 8.4 LHA will claim VAT exemption where applicable in accordance with VAT Notice 701/7 (Reliefs from VAT for disabled and older people)

## **9.0 CUSTOMER SATISFACTION**

- 9.1 Tenants requesting adaptations can expect a high standard of service. On completion of an adaptation, customer satisfaction and quality control will be carried out to assess levels of satisfaction with adaptations.
- 9.2 The outcome of the surveys will be presented to the Housing Services Sub- Committee on a six-monthly basis.
- 9.3 We will keep tenants informed during the adaptation process. We will advise tenants of the contractor instructed to carry out the work, the installation date and expected duration of the works. We will offer tenants a choice of decorative wallboards, where practicable, when installing wet floor areas, level access and over bath showers.

## **10.0 PERFORMANCE MONITORING**

- 10.1 To assist in the achievement of our KPI's and Value for Money we will:
  - Monitor spend against our annual budget to ensure effective budget control
  - Monitor the average time to complete adaptations against ARC/Peer Group benchmarks to improve service delivery
  - Review our customer satisfaction feedback to improve service delivery
  - Ensure that our property database is updated on completion of an adaptation. This will provide improved information on housing stock and assist in future replacement programmes and bids for funding to Scottish Government
  - Maximise the use of adapted homes in line with our allocations process to enable tenants and housing applicants to be matched to vacant properties that meet their needs

## **11.0 POLICY REVIEW**

11.1 This policy will be reviewed on a three yearly basis or in response to changes by other local authority partners and Scottish Government that directly impacts on our policy.

## Equality Impact Assessment

### Lanarkshire Housing Association Equality Impact Assessment Tool



Name of the <b>policy / proposal</b> to be assessed	Adaptation Policy	Is this a <b>new policy / proposal or a revision?</b>	Review
Person(s) responsible for the assessment	Liz White		
1. Briefly describe the <b>aims, objectives, and purpose</b> of the policy / proposal	<ul style="list-style-type: none"> <li>We aim to promote sustainable balanced communities, ensuring the social welfare of tenants, with community and individual support</li> <li>We will ensure tenants get the information, advice and support needed to sustain their tenancy and staff will signpost tenants to available support from partner agencies where appropriate to their medical or mobility requirements</li> <li>We are committed to continuous improvement and good practice when approving, installing, funding, managing and maintaining adaptations in our properties</li> </ul>		
2. Who is intended to benefit from the policy / proposal? (e.g. applicants, tenants, staff, contractors)	Current and future tenants alongside any member of their household that may require assistance to overcome physical barriers in and around their home.		
3. What <b>outcomes</b> are <b>wanted</b> from this policy / proposal? (e.g. the benefits to customers)	<ul style="list-style-type: none"> <li>Improved tenancy sustainment (by allowing tenants to remain in their home with adaptations)</li> <li>Improved quality of life and dignity for tenants</li> <li>Best use of our housing stock to match prospective tenants who would benefit from any features/adaptations in their property</li> </ul>		

## Equality Impact Assessment

**4. Which **protected characteristics** could be **affected** by the proposal? (*tick all that apply*)**

Age     
  Disability     
  Marriage & Civil Partnership     
  Pregnancy/Maternity     
  Race  
 Religion or Belief     
  Sex     
  Gender Reassignment     
  Sexual Orientation

**5. If the policy / proposal is not relevant to any of the **protected characteristics** listed in part 4, state why and end the process here.**

N/A

	Positive impact(s)	Negative impact(s)
<p><b>6. Describe the <b>likely positive or negative impact(s)</b> the policy / proposal could have on the groups identified in part 4.</b></p>	<ul style="list-style-type: none"> <li>Allows for best use of housing stock to match properties to those who require specific features/adaptations</li> <li>It will allow for tenants to remain in their home – including preventing un-necessary stays in hospital</li> </ul> <p>It will assist in independent living for older/disabled tenants.</p>	<p>No negative impacts</p>

<p><b>7. What <b>actions</b> are <b>required</b> to address the impacts arising from this assessment? (<i>This might include collecting additional data, putting monitoring in place, specific actions to mitigate negative impacts</i>).</b></p>	<p>Monitor the implementation of the policy to ensure that adaptations are being carried out in line with the policy and that adapted properties are allocated to applicants who require the features of the specific property</p>
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Signed: \_\_\_\_\_  \_\_\_\_\_ Job title: \_\_\_\_\_ Housing Services Director \_\_\_\_\_

## Equality Impact Assessment

Date the Equality Impact Assessment was completed: \_\_\_\_\_ 19.08.25 \_\_\_\_\_

***Please attach the completed document as an appendix to your policy / proposal report***