

REPLACEMENT OR REPAIR – MAJOR ADAPTATIONS IN STOCKPORT HOMES PROPERTIES POLICY

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1 INTRODUCTION

1.1 Stockport Homes Group (SHG) regularly adapts its properties to accommodate the needs of disabled residents. Over time, adaptations will require routine maintenance or wear out and will then need to be repaired or replaced if no longer fit for purpose.

1.2 This Policy sets out the circumstances in which a major adaptation will be repaired, removed or replaced. It also identifies the budget that will fund the work required.

2 STRATEGIC LINKS

2.1 This Policy links to the following:

- SHG's Mission of One Team, Transforming Lives
- SHG's ASPIRE value of "ambition and courage to challenge, translating this into commercial success and brilliant outcomes for customers"
- Housing Grants, Construction and Regeneration Act 1996 (as amended)
- Chronically Sick and Disabled Persons Act 1970
- Equality Act 2010
- Care Act 2014
- SHG Asset Management Strategy
- Rechargeable Repairs Policy
- Stockport Council Major Adaptations Policy
- Group Health and Safety Policy
- Adaptations for Tenants of Stockport Homes Policy.

3 KEY FEATURES

3.1 SHG is committed to ensuring that tenants and other occupants at a property who experience health problems and/or have disabilities can continue to live independently and safely in their own homes. Installing major adaptations in line with the Adaptations for Tenants of Stockport Homes Policy is key to promoting independence.

3.2 SHG acknowledges that major adaptations will wear out or break down beyond economic repair over time. In such circumstances, SHG will ensure that finite resources available are focused on meeting needs in the most cost-effective way.

3.3 A major adaptation is defined as “an adaptation costing more than £500”¹.

3.4 Property adapted to wheelchair standard is defined as “a property with level or ramped access plus one or more major adaptations”.²

3.5 A repair to or replacement of a major adaptation for occupants of a property other than the tenant will generally only be considered if that occupant has resided with the tenant throughout the previous 12 months and this must be their only or main residence. Evidence of residence throughout the 12-month period will usually be required as a precursor to any repairs or replacement of an adaptation. This could include bank statements, correspondence from government departments, etc.

THE DECISION TO REPLACE OR REPAIR

3.6 Whether an adaptation is beyond economic repair and no longer fit for purpose will be determined by the SHG Occupational Therapist (OT) who may seek advice from a Building Surveyor (BS) working with the Home Improvement Agency (HIA). Decisions will be based on the adaptation, the type of property in which it is installed, and the current occupant(s) need for the adaptation.

3.7 If a lift or hoist is removed from a property, the OT will notify the Customer Facilities Co-ordinator, Customer Safety Team so that the servicing and maintenance contract records may be updated.

RESPONSIBILITY FOR THE COST OF REPAIR

3.8 If the adaptation is under warranty, repairs will be carried out by the company that provided it in accordance with the terms of the warranty.

3.9 Once the warranty has expired, Three Sixty will carry out repairs to adaptations unless the adaptation is a specialist piece of equipment (e.g. a stairlift) in which case it will be repaired in accordance with the contract administered by the Customer Safety Team. If the equipment is not maintained and serviced under the terms of that contract, the appropriate specialist contractor will be instructed to repair the adaptation.

3.10 The costs of repairs will be met from the Responsive Repairs budget held by the Assets Manager or the Mechanical Reactive Repairs budget held by the M and E Manager.

3.11 Under the terms of their tenancy agreement, a tenant may have responsibility to pay for the repairs/replacement if damage has been caused by them, a member of their family or a visitor to the property.

¹ Stockport Council Major Adaptation Policy

² Stockport Homes Adaptations Policy

RESPONSIBILITY FOR THE COST OF REPLACEMENT

3.12 The cost of replacing an adaptation to meet the needs of a disabled resident and/or maintain the adapted housing stock will be met from the Adaptations budget.

3.13 If the OT determines that an adaptation is not to be replaced, the cost of re-instating the original facilities will be met from the Assets budget.

4 EQUALITY IMPACT ASSESSMENT

4.1 This Policy positively supports people who share a protected characteristic and ensures the appropriate repairing or replacement of equipment to allow customers to live more independently.

5 OWNERSHIP, MONITORING AND REVIEW

5.1 The Policy is owned by the Operations Directorate and will be monitored by the Operations Management Team.

5.2 The Policy will be reviewed in line with the Operations Management Policy and Procedure Review Schedule.