

1 Introduction

1.1 Stockport Homes Group is committed to ensuring that tenants and other occupants at a property who experience health problems and/or have disabilities can continue to live safely and independently within their own homes.

1.2 In order to meet this commitment, Stockport Homes will provide adaptations in line with the Housing Grants, Construction and Regeneration Act 1996 (as amended).

1.3 Stockport Homes will also ensure that the resources available are focused on meeting need in the most efficient and effective way.

1.4 This policy sets out the circumstances in which an adaptation is permitted and how applications are assessed.

2 Key Features of the Policy

2.1 Stockport Homes will provide a range of minor and major adaptations to assist tenants to remain safe and comfortable and maintain their independence within their own homes.

2.2 Adaptations for occupants other than the tenant will generally only be considered if that person has resided with the tenant throughout the previous 12 months and this must be their only or main residence (evidence of this may be required).

2.3 Evidence of such residency throughout the 12-month period may be required as a precursor to any adaptations being carried out. This could include, but not limited to bank statements, correspondence from government departments.

2.4 Stockport Homes will, wherever practicable, allocate available adapted properties to applicants whose needs best match the existing adaptations, thereby minimising the need for significant further works.

Equipment

2.5 Equipment can be provided by Stockport Council or Adult Social Care that:

- Can be portable or temporary, for example, floor hoists, bathing boards, and raised WC seats
- Provide aid to those who have difficulties with daily living activities, such as getting in/out of a bath, up from a low toilet, carrying things between rooms.

Minor Adaptation

2.6 A minor adaptation is one:



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- Costing less than £500
- Installed to maintain the independence of the tenant, for example stair rail, lever taps.

Major Adaptation

2.7 A major adaptation is one:

- Where the cost exceeds £500¹
- That provides assistance to a tenant to live as independently as possible, for example bathroom adaptations, stair lifts, property access such as ramps, door widening.

2.8 Stockport Homes will assist those in need of major adaptations to make informed choices about their housing options, facilitating transfers to more appropriate accommodation where required.

Exclusions

2.9 Major adaptations to Stockport Homes managed properties will be excluded in the following circumstances:

- The tenant is already seeking to move or transfer to more suitable accommodation
- A Right to Buy application has been submitted. In these circumstances requests for equipment and / or advice and support will be referred to Adult Social Care
- Where the adaptation is costly but necessary, alternative accommodation may be offered. Such cases will be considered on a case-by-case basis to ensure that value for money is achieved.

Rehousing Options

2.10 Stockport Homes aims to make the best use of its housing stock and ensure most cost-effective use of the stock. Therefore, rehousing will be discussed with the tenant in all cases requiring a major adaptation and arrangements made for the tenant to move to alternate more suitable accommodation if that is their wish.

2.11 Where properties are unsuitable for major adaptations and/or where only extensive, costly adaptations (defined as in excess of £30,000) will meet the particular needs of the household, rehousing will be the decision in the first instance, even where the tenant may express a preference not to move.

Wheelchair Accessible Properties

2.12 Properties which are wheelchair accessible will be allocated via an Adapted Property Panel attended by representatives from Stockport Homes and Adult Social Care.

¹ Stockport Council Major Adaptations Policy 2011

2.13 There is no standard definition of a wheelchair accessible property, however for the avoidance of doubt Stockport Homes classifies such as any property with level or ramped access plus one or more major adaptation.

Property Test

2.14 The property test in the 1996 Housing Grants, Construction and Regeneration Act states that:

- It must be reasonable and practicable to carry out the relevant work, having regard to the age and condition of the building
- If the property is unfit, the (local housing) authority must decide if it reasonable and practical to carry out the work.

2.15 In addition and having regard to any concerns about current and future mobility, tenants who reside above ground floor level (e.g. a flat) with no lift access will not be eligible for any major adaptations that are designed to meet physical disability limitations (for example a level access shower), unless there is direct private access to their home from ground level and all other property tests can be met. In such cases, tenants should be supported to explore alternative housing options.

2.16 All rooms are to be considered as being suitable for adaptation, for example using a dining room as a bedroom. The only exception to this will be the principal living room (although large 'through' living rooms may be split), the main family bathroom and the kitchen. In these three rooms, adaptations may be carried out, but the essential purpose of the room will remain unchanged.

2.17 To access these services through an Occupational Therapist and apply for support and assessment, please visit:

- Website: www.stockport.gov.uk
- Stockport Council's Adult Social Care Website
www.mycaremychoice.org.uk.

3 Internal Controls

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| 1 | Version control | Version number will change every three years or at major review | |
| | Version No. | Date | Change/s and reasons for change |
| | 1 | September 2025 | Three yearly routine review of the policy |

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| 2 | Policy Owner i.e. Executive Director | Director of Property |
| | Policy Author/s i.e. Head of Service | Head of Assets |
| | Approved by/date Directorate Management Meeting | Property Management Team Meeting – 24 th September 2025 – Decision |
| | Effective Date - the date of sign-off | 24 th September 2025 |
| | Next Full Review Date i.e. 3 years after effective date, with an annual light touch review | 23 rd September 2028 |

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| 3 | Regulatory Standards | Please list the Consumer, Governance, Viability standards and outcomes this policy meets |
| | Standard/s | Required outcome |
| | Transparency, Influence and Accountability Standard | Registered providers must communicate with tenants and supply information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account. <u>1.1 Fairness and respect</u> 1.1.1 Registered providers must treat tenants and prospective tenants with fairness and respect. <u>1.2 Diverse needs</u> 1.2.1 In relation to the housing and landlord services they provide, registered providers must take action to deliver fair and equitable outcomes for tenants and, where relevant, prospective tenants. <u>1.3 Engagement with tenants</u> 1.3.1 Registered providers must take tenants' views into account in their decision making about how landlord services are delivered and communicate how tenants' views have been considered. <u>1.4 Information about landlord services</u> |

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| | <p>1.4.1 Registered providers must communicate with tenants and provide information so tenants can use landlord services, understand what to expect from their landlord, and hold their landlord to account.</p> <p><u>1.5 Performance information</u></p> <p>1.5.1 Registered providers must collect and provide information to support effective scrutiny by tenants of their landlord’s performance in delivering landlord Services.</p> |
| Tenancy Standard | <p><u>1.1 Allocations and lettings</u></p> <p>1.1.1 Registered providers must allocate and let their homes in a fair and transparent way that takes the needs of tenants and prospective tenants into account.</p> |
| Safety and Quality Standard | <p><u>1.5 Adaptations</u></p> <p>1.5.1 Registered providers must assist tenants seeking housing adaptations to access appropriate services.</p> |

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| 4 | Linked policies/strategies | |
| | | <ul style="list-style-type: none"> • Housing Grants, Construction and Regeneration Act 1996 (as amended) • Chronically Sick and Disabled Persons Act 1970 • Equality Act 2010 • Care Act 2014 • Stockport Council Major Adaptations Policy • Stockport Council Allocations Policy |

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| 5 | Equality, diversity and inclusion | <p>Describe how different experiences, characteristics, and approaches were considered during the formulation of the policy, e.g. neurodiversity, age, religion, sex/gender, financial/digital inclusion.</p> |
| | | <p>Stockport Homes acknowledges that customers accessing adapted property may be vulnerable and as such staff receive mandatory Safeguarding training.</p> <p>Other training is provided for staff to enable them to support customers who may have disabilities – such as dementia, hearing impairment, mobility issues.</p> |

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| 6 | Customer/Colleague Voice | <p>Describe how the customer and/or colleague voice shapes and influences the policy and services</p> |
| | | N/A |



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| 7 | Risk management | This policy helps to mitigate the following risks identified on the Corporate Risk Register |
| | Corporate Risk 6 | SHG does not deliver excellent customer services in the way that customers require them |
| 8 | Performance monitoring | Please list any financial and/or performance measures related to this policy |
| | | N/A |