

1 Introduction

1.1 Stockport Homes is committed to ensuring that customers who experience health problems and/or have disabilities can continue to live safely and independently in homes that are adapted to meet their needs.

1.2 In order to meet this commitment, Stockport Homes will ensure that the resources available are focused on meeting need in the most efficient and effective way and will do this in accordance with Stockport Council's Allocations Policy.

1.3 Customers who are full time wheelchair users will register on the Choice Based Lettings (CBL) system but will be prioritised for the allocation of a suitable adapted property by the Adapted Property Panel (APP).

2 Key Features of the Policy

2.1 Stockport Homes believes that the best use should be made of limited housing stock and that it should be allocated in a fair and transparent way, according to need.

2.2 In most instances the allocation of an adapted property is dealt with via the CBL system. An adapted property will include at least one major adaptation but does not necessarily have level or ramped access. Exceptionally, all wheelchair accessible properties in the housing stock will be allocated prior to release to the CBL system by the APP to disabled customers registered on the Adapted Homes Register (AHR) which is managed by Stockport Homes.

2.3 Decisions about allocation of wheelchair accessible property are made by the APP based on need, risk, and the type of adaptations required by customers on the AHR. Members of the APP are representatives from Stockport Homes and Stockport Council's Social Care Directorate.

2.4 A wheelchair accessible property is defined as a property with level or ramped access plus one or more major adaptations¹. A major adaptation is one that costs £500 or more to install (for example, a level access shower, a stair lift or a through floor lift)².

2.5 To assist and guide working practice the definition of "wheelchair accessible" can be refined such that a wheelchair accessible property should have:

- Level or ramped access to at least one entrance of the property.
- Level access to all major living floor rooms.
- An accessible WC and bathroom on the same level as the entrance to the property (or lift access to an accessible WC and bathroom on another floor).

¹ Stockport Homes' Adaptations Policy

² Stockport Council Major Adaptation Policy 2011



Allocation of Adapted Property Policy

2.6 The APP will also give consideration to the availability of off-street or unrestricted on street parking when allocating a wheel-chair accessible property though the absence of such will not preclude a property being allocated by the APP.

3 Internal Controls

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

2	Policy Owner i.e. Executive Director	Director of Customer Services
	Policy Author/s i.e. Head of Service	Head of Independent Living
	Approved by/date Directorate Management Meeting	Customer Services Management Meeting – 14 th October 2025 – Decision
	Communication	Team Meeting
	Effective Date - the date of sign-off	14 th October 2025
	Next Full Review Date i.e. 3 years after effective date, with an annual light touch review	13 th October 2028

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>

	<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>1.1 Allocations and lettings</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>1.5 Adaptations</p> <p>1.5.1 Registered providers must assist tenants seeking housing adaptations to access appropriate services.</p>

4	Linked policies/strategies	
		<ul style="list-style-type: none"> • Housing Act 1996 • Equality Act 2010 • Localism Act 2011 • Care Act 2014 Stockport Council’s Allocations Policy • Stockport Homes’ mission of, One team, transforming lives

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>Through the Adapted Property Panel this policy ensures that wheelchair users get the most suitable and appropriate adapted property based on need, risk, and the type of adaptations required by customers on the Adapted Housing Register. The APP is made up of the Head of Independent Living, the Stockport Homes OT and a Team Manager or Assistant who have the necessary training to ensure the fairest decisions.</p> <p>Stockport Homes acknowledges that customers accessing adapted property may be vulnerable and as such staff receive mandatory Safeguarding training.</p>

Allocation of Adapted Property Policy

		Other training is provided for staff to enable them to support customers who may have disabilities – such as dementia, hearing impairment, mobility issues.
6	Customer/Colleague Voice	Describe how the customer and/or colleague voice shapes and influences the policy and services
		The involved Customer Group was consulted on the policy format and content – October 2025. Feedback received was positive.
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