

## Adaptations Policy & Procedure

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Co-op Homes (CHS) is committed to providing a transparent and efficient adaptation service that addresses both the needs of residents and the requirements of the Equality Act 2010.

### Policy

CHS will collaborate and support residents who have mobility and/or disabilities to ensure that their homes are safe, suitable and accessible.

Adaptations to homes can include ramps, handrails, level access showers, and other modifications that improve accessibility and life quality.

To assess adaptations, CHS will work in collaboration with residents and external partners including local authorities, Occupational Therapists (OT's) and healthcare professionals. Through Occupational Health assessments we can plan, assess, identify, and implement suitable adaptations which are then passed onto our repairs team to install.

**A fully completed adaptations form must be provided with any adaptation's application along with an up-to-date OT assessment. You can download the adaptations form [here](#) or request this from your Housing Officer by contacting [customer.services@coophomes.coop](mailto:customer.services@coophomes.coop) . Decisions on adaptations will be made within 10 working days of receiving the completed form.**

CHS will assist and support any residents with any adaptation's requests keeping them updated with progress and coordinating their request between Housing and Repairs and the Local Authority. The Housing Advisor can discuss adaptation alternatives with the resident if they are not possible under our current repairs or the LA OT guidelines. Adaptations of this nature may come with a cost to the resident.

If you feel that your property has become unsafe or inaccessible due to its condition, please get in touch with us via email at [Customer.Services@coophomes.coop](mailto:Customer.Services@coophomes.coop) or by calling **0203 166 2608**. If your property has become inaccessible due to your physical condition, please contact your local authority's Occupational department and/or your Health Care professional to discuss/arrange an appointment with them.

Co-op Homes will use the following procedure when in receipt of a completed adaptations form:

### Procedure

1.0	Once in receipt of the completed adaptations form and the request has been approved, the resident will be informed by the Housing Advisor of the approval.	
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	A summary of the adaptation and request including the full details of the resident will be logged on the Adaptations Monitoring spreadsheet and on OMNI.	
1.1	The Housing Advisor will contact the repairs team. A pre-booked home visit will be organised with the CHS Surveyor with the resident to assess the likely nature and scope of the OT works. On completion of the inspection repairs will then book in any necessary appointments with the resident.	
1.2	<p>If the assessment of the works to a Co-op Homes property is a value of £500 or less and subject to approval, the Housing Advisor will instruct the repairs team to raise a works order with the category "AIDS" which will come out of CHS' own A&amp;A budget.</p> <p>If the work is likely to cost over £500 a Disabled Facilities Grant can be explored subject to permission being granted. The application process for the EFG can be completed via the OT.</p>	
1.3	The HA will assess the needs of the customer – do they require any additional support or assistance with the process.	
1.4	On completion of any works, the Surveyor will arrange a visit with the resident to post inspect the adaptations to ensure they have been completed to a satisfactory standard.	
1.5	Omni to be updated and a note added that adaptations have been carried out at the property. Note that responsibility for any maintenance of the adaptations remains with CHS, any guarantees and warranty information should be kept in the property file or scanned onto Omni and any breakdowns occurring within the warranty period referred to the installer.	
1.8	<p>Major Adaptations should be entered into Property Components on Omni.</p> <p>A report can be run to get an overview of all major adaptations in CHS or our co-ops' properties by Selecting New Component&gt; Type=25 Major Disabled Adaptations&gt; Component Group = 25, 26, 27, 28 or 29.</p>	
1.9	A report called "ADAPT" can be run from the Property Omniprint Menu which will show all entries.	