

Supporting your independence

We want your home to continue to meet your needs. If you're living with a disability or a long-term health condition, we'll work with you – and our partners – to help you stay safe, comfortable, and independent in your home.

When we build new homes, we aim to ensure they meet the needs of older people as far as reasonably practicable. But we also understand that needs change over time. You can speak to us about possible adaptations to your home so you can live safely, confidently, and with dignity.

We also recognise that not all disabilities require physical adaptations. Where appropriate, we'll consider other types of reasonable adjustments – such as how we communicate with you or deliver services – to make sure you have fair access to our homes and services.

For more information, see our Inclusive Service Delivery factsheet or speak to our Housing and Support Team.

How we can help

If you have a disability or long-term health condition, we'll explore whether reasonable adjustments can be made to your home. We'll either do this directly or work with your local authority to access grant funding.

If an adaptation isn't suitable, we'll talk to you about whether moving to a more suitable property might be the right option – and support you through that process.

Please remember **you must always get our written permission before making any alterations to your home**. We'll explain any conditions clearly, such as expected work standards or whether anything must be removed when your tenancy ends.

What is an aid or adaptation?

An adaptation is an addition or change to your home designed to help you live independently and avoid the need to move. We'll maintain adaptations we've installed ourselves, or those funded by a Disabled Facilities Grant (DFG) where funding is conditional on our responsibility for future maintenance.

We don't provide portable equipment like commodes, shower seats, walking frames, or bed hoists – these can usually be provided by Adult Social Services.

Minor adaptations

These are small changes that cost under £250 to install. Examples include:

- Lever taps.
- Adapted door handles.
- Extra locks.
- Grab rails.
- Vibrating pillows (via Fire and Rescue).
- Flashing doorbells.
- Door intercom systems.

We can usually provide and fund these without the need for full assessment. We may still seek advice from your occupational therapist to make sure the adaptation is right for you.

We may also seek support from charities or organisations (such as Fire & Rescue) that offer these aids for free.

We aim to complete minor adaptations within 28 days of your first contact with us.

Major adaptations

These are more significant structural changes costing over £250, usually delivered through the local authority. Examples include:

- Walk-in showers.
- Ramps.
- Lowered kitchen units.

If you need a major adaptation:

- Contact us – we'll explain next steps.
- We can help you arrange a needs assessment with an occupational therapist.
- We'll guide you in applying for a Disabled Facilities Grant (DFG) – this may fund some or all of the work.

What does the law say?

We're committed to meeting our responsibilities under the Equality Act 2010, which requires landlords to make reasonable adjustments where a disabled person may be disadvantaged.

We also comply with Building Regulations and as part of the Consumer Standards, we must also support tenants to access adaptation services where needed.

Who can apply?

This factsheet applies to tenants who rent their home from us.

If you've bought a share of your home, you aren't eligible for funded minor adaptations from us.

You may still be eligible for a Disabled Facilities Grant, but these are assessed on a case-by-case basis and depend on local authority policy.

We'll support you by granting permission for adaptations where they meet lease conditions, and by helping you explore possible funding options, including from the Royal British Legion or SSAFA.

When might an adaptation not be approved?

We want to support your independence – but occasionally, we may not approve an adaptation. This could be because:

- The property isn't suitable for the adaptation.
- The work would be disproportionately expensive or difficult to maintain.
- The benefit is likely to be short-term (e.g. a planned move is expected).
- It would increase service charges for other residents.
- It would significantly affect the future letting of the property.

If we refuse a request, we'll always explain our reasons in writing and **offer you the right to appeal** under our Aids and Adaptations policy.

Our place, your home

We're proud of our place as a housing provider for older people – and we know that means listening, adapting, and removing barriers where we can. With your input, we aim to shape homes that support wellbeing, dignity and independence.