

Aids and Adaptations Policy.

Verda Living RP Limited

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1 Background

This policy sets out how Verda Living RP Limited (Verda Living) will approach provision of aids and adaptations to its residents in rented homes. It describes our aims, outlines the approach we will take to specific aspects of the service, and details our service standards.

The Regulator of Social Housing through its Safety and Quality Standard requires all registered landlords to cooperate with relevant organisations to assist residents seeking housing adaptations to access appropriate services. This Policy will set our arrangements to meet this standard.

Separate policies set out our approaches to:

- Routine and cyclical repairs (repairs policy)
- Planned repairs (asset management policy)
- Property health & safety (health & safety policy)
- Work on empty/void properties (voids policy)

2 Policy aims and objectives

We aim to support provision of aids and adaptations where our named residents or family members on the tenancy agreement face difficulty in doing everyday tasks due to the configuration of the home, and an adaptation could help them live more comfortably, safely and independently.

To ensure these aims are met, we will:

- Set clear expectations with staff and contractors around provision of aids and adaptations
- Ensure statutory and regulatory obligations are met
- Work closely with residents, their representatives, and professionals supporting them, to ensure we understand and respond to their specific needs
- Communicate clearly with residents during application and installation processes
- Offer choice and flexibility to residents around provision of adaptations
- Maintain accurate records on contact with residents and delivery partners
- Have in place effective quality control and compliance processes
- Monitor and report on service delivery and performance regularly, and use insights gained to inform our processes, contract management, training, etc as well as to ensure adaptation targets are met
- Contact residents in planned ways to gather feedback on their experiences, perceptions and expectations of our services
- Consider formal and informal feedback provided through complaints and compliments alongside performance information and resident survey data
- Ensure procurement of materials and suppliers is through suitable supply chains that can deliver an appropriate balance of quality, durability and price
- Maintain accurate records on adaptations provided, and ensure alignment with repairs services and plans.

3 Definition of aids and adaptations

Aids and adaptations are changes to a home, or specialist equipment, that make it easier for residents or their family members to move around the home and do day to day tasks.

Examples of minor adaptations include:

- Grab rails
- Banister rails
- Lever taps
- Raised sockets.

Examples of major adaptations include:

- Door intercoms
- Level access showers
- Stair lifts
- Wheelchair ramps.

Mobility and living aids are designed to help with daily activities such as:

- Mobility, walking and getting around
- Eating and drinking
- Cooking and preparing food
- Dressing and grooming
- Bathing, showering and going to the toilet
- Hobbies.

4 Applications for adaptations

Residents, their family members, a carer or social care/health professional can apply for an adaptation to a Verda Living Limited property by:

- Telephone
- Email
- Web-form

We will request that an application form is completed, either digitally or on paper.

Permission must be sought for all adaptations, regardless of how they are to be paid for.

Permission will not be unreasonably withheld. Where it cannot be given, Verda Living Limited will provide a clear explanation and work with the resident to consider alternative options. Examples of where permission may not be given include:

- Adaptations are not fit for purpose or able to meet residents needs
- The cost is prohibitive
- Planning or building regulations cannot be complied with
- The property is not suitable for the adaptations required

- Verda Living does not own the property.

Verda Living has a small budget that can fund minor adaptations with a cost of below £1,000. We are unable to fund major adaptations.

Residents can apply to their local authority for a Disabled Facilities Grant to fund major adaptations. They can also pay for works directly.

Residents must not modify their property or arrange a Disabled Facilities Grant without written permission from Verda Living to carry out the works. If there are planning or building regulations requirements relating to the works, permission must be gained and copies provided to Verda Living.

Verda Living's data protection policy must be followed during operation of this policy and in delivery of our adaptations service.

5 Occupational therapy assessment

An occupational therapist working with the local authority must assess all requests for major adaptations, and Verda Living cannot support installation of adaptations without this.

The occupational therapy assessment will involve a visit to the home and will assess current and potential future needs. A course of action will then be recommended.

6 Fitting adaptations

We will aim to complete works for non-emergency, minor adaptations within four weeks of permission being granted.

Verda Living cannot itself carry out works for major adaptations. Timescales for major adaptations are dependent on the work to be undertaken and should be discussed with the service provider carrying out the work.

7 When a property is not suitable for adaptation

Sometimes a property may not be suitable for adaptation. This may be due to the size, layout or location of the home, or because a lot of adaptations would be required to meet needs.

In such circumstances Verda Living will work with you and the occupational therapist to consider other possible options that could meet your needs, including moving to another property.

8 Repairs and maintenance of adaptations

Verda Living will maintain minor adaptations that we funded and fitted.

Major adaptations are the resident's property and therefore their responsibility to maintain.

Verda Living will not fund or arrange repairs or servicing to adaptations such as lifts, hoists or any other electronic equipment where we did not provide the equipment.

9 Removal and recycling of adaptations

Residents should notify Verda Living if adaptations fitted at the property are no longer required.

Verda Living may be able to remove adaptations and make them available for use by other households.

10 Access to aids

Some care trusts provide equipment to help with health and social needs. This will usually be loaned and should be returned when it is no longer required.

Local authority adult social care departments will be able to help with access to an occupational therapist or social worker where residents want to buy equipment or need advice on what would be most helpful.

Verda Living does not provide aids. We will ensure residents are assisted to access their provision where the need arises.

11 Service standards

We will provide facilities so that adaptations can be requested online at any time of day.

Adaptations can also be requested by phone, email, letter or in person.

Contact details for all methods of requesting adaptations will be displayed clearly online.

Adaptations will be dealt with within stated timescales as follows:

Category	Definition	Timescales
Emergency request for minor adaptation	Smaller projects where there is an immediate risk of harm to people e.g. unable to return home from hospital; restricted access to running water	Within 24 hours (working week)
Emergency request for minor adaptation	Smaller projects where there is a quality of life issue but no immediate risk of harm to people	Within 7 days
Fitting of minor adaptation	n/a	Within 7 days of approval

We are not able to specify timescales for processing major repairs requests, as our ability to proceed is dependent on receipt of occupational therapy reports, planning and building control approval which are out of our control. We will be proactive in dealing with local authorities and others, and will communicate regularly with residents about their application.

Where work required to install an adaptation could be incorporated into a scheduled planned works programme (covered by our asset management strategy) we will advise residents when work is scheduled for and agree an appropriate timescale.

Residents will be contacted by telephone and/or text to notify them of adaptations appointment times, and a reminder will be sent in advance of colleagues' arrival.

We will offer the facility for residents to specify an appointment day and time that is convenient to them for fitting of adaptations, between 8am and 6pm, Monday to Friday.

If our team cannot gain access to a property for an agreed adaptations appointment, they will leave a card advising the resident to arrange another appointment. Residents will also be contacted via text and online system where possible in such circumstances.

12 Customer feedback and complaints

Resident complaints about adaptations services will be handled in line with our Complaints Policy.

Complaints relating to adaptations will be monitored and used, individually and in aggregate, to refine and improve our services and performance.

13 Monitoring and compliance

We will monitor the delivery of our adaptations service and report to operational staff, our senior leadership team, the board, and our residents. Key performance indicators will be used to monitor and report performance, as well as complaints and compliments received. This allows us to be accountable for our service delivery, identify any trends which require intervention, and focus on delivery of the objectives stated above.

We will report against indicators developed for internal use by staff in conjunction with residents.

Performance indicators that will be reported to the board and residents are detailed at Appendix 1. This is not an exhaustive list..

14 Annual Review

This policy is reviewed annually by the board of the Company.

Version	Date Approved	Date for Review	Updates
1.0	April 2025	April 2026	Creation of first version of policy

15 Appendix 1 – Performance Monitoring

We will monitor and report on the following:

Management information

- Average time to process request for adaptation
- Average time for all requests (days)
- Properties subject to an adaptation
- Adaptations fitted as a % of requests, total number of each
- Minor adaptations completed within target timescale
- Number in timescale, total number requested, % in timescale
- Average time to complete a minor adaptation
- Average time for all jobs requested (days)
- Average cost of minor adaptations per property
- Complaints received relating to the adaptations service
- Adaptations complaints as a % of all complaints, total number of each

All performance will be reported against target, with a year to date figure in each reporting cycle and a year end figure provided annually.

Customer satisfaction

- % of residents who had a minor adaptation in the last 12 months and say they are satisfied with the time taken to carry out their adaptation after they requested it
- % of residents who requested an adaptation in the last 12 months and say they are satisfied with the way their request was handled.