

AIDS AND ADAPTATIONS POLICY



RGS PROPERTIES

AIDS AND ADAPTATIONS POLICY

Document Owner: Director of Property Services

Author: Compliance & Housing Team

Purpose: To serve as a declaration of RGS Properties' commitment to providing a high-quality aids and adaptations service that promotes independence, safety, dignity, and wellbeing for residents within their homes.

DOCUMENT CONTROL

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1. Introduction

RGS Properties is committed to providing safe, accessible, and inclusive housing that supports residents to live independently within their homes for as long as possible.

This policy outlines the principles and processes through which RGS Properties will assess, approve, and manage aids and adaptations for residents whose health, disability, mobility, or age-related circumstances require modifications to their home environment.

RGS Properties recognises its obligations under equality and housing legislation to make reasonable adjustments where residents are placed at a disadvantage due to disability.

The aims of this policy are to:

- Promote independence and wellbeing.
- Enable residents to remain safely in their homes.
- Ensure fair and consistent decision-making.
- Deliver value for money while meeting residents' needs.
- Support equality, diversity, and inclusion.

Typical adaptations may include, but are not limited to:

- Adapted kitchens
- Grab rails
- Handrails
- Stair lifts
- Level-access showers
- Ramped access
- Through-floor lifts
- Ground-floor bedroom or bathroom adaptations
- Accessible door entry systems
- Specialist bathroom facilities



2. References

RGS Properties is committed to delivering a high-quality adaptations service and will comply with all relevant legislation and regulatory requirements.

Key legislation includes:

- Equality Act 2010
- Housing Grants, Construction and Regeneration Act 1996
- Landlord and Tenant Act 1985
- Housing Act 2004
- Care Act 2014
- Building Regulations 2010
- Human Rights Act 1998
- Regulatory Standards issued by the Regulator of Social Housing

Associated Documents

This policy should be read alongside:

- Allocation and Lettings Policy
- Complaints and Compensation Policy
- Responsive Repairs Policy
- Health and Safety Policy
- Equality, Diversity and Inclusion Policy
- Tenancy Management Policy
- Asset Management Strategy
- Safeguarding Policy

3. Requirements

To provide a transparent, fair, and accessible service, RGS Properties will:

- Assess all adaptation requests individually.
- Ensure residents receive timely advice and updates.
- Consider alternative housing solutions where adaptation is not feasible.
- Work collaboratively with Occupational Therapists, local authorities, social services, and healthcare professionals.
- Ensure compliance with all legal and regulatory requirements.
- Prioritise resident wellbeing, safety, and independence.
- Allocate resources fairly and responsibly.



Minor Adaptations

Minor adaptations are generally low-cost works that can be completed quickly to improve accessibility and safety.

Examples include:

- Grab rails
- Additional handrails
- Lever taps
- Door-entry modifications
- Half steps
- Minor alterations to socket and switch heights
- Threshold adjustments

Minor adaptations will normally be funded and arranged directly by RGS Properties where appropriate.

Requests should usually be supported by an Occupational Therapist recommendation or equivalent professional assessment where required.

Major Adaptations

Major adaptations involve more significant works and may require structural alterations to a property.

Examples include:

- Level-access showers
- Stair lifts
- Through-floor lifts
- Wheelchair-accessible kitchens
- Ramp installations
- Widened doorways
- Adapted bathrooms
- Significant internal layout alterations

Major adaptations typically require:

- An Occupational Therapist Assessment.
- Technical feasibility assessment.
- Financial appraisal.
- Approval through RGS Properties' internal governance process.

RGS Properties will work with local authorities and relevant agencies to explore funding opportunities, including Disabled Facilities Grants (DFGs), where available.



Approval of Major Adaptations

Each request for a major adaptation will be considered on its own merits.

Factors considered may include:

- Occupational Therapist recommendations.
- Suitability of the property.
- Cost effectiveness.
- Long-term sustainability.
- Availability of alternative housing options.
- Structural feasibility.
- Impact on future use of the property.

RGS Properties may explore whether a transfer to a more suitable property would better meet a resident's needs before approving substantial adaptation works.

Approval may be refused where:

- The adaptation is not technically feasible.
- The property is scheduled for redevelopment or disposal.
- The adaptation exceeds what is considered reasonable.
- Alternative accommodation provides a more appropriate solution.
- The works would present unacceptable health and safety risks.

Resident-Funded Adaptations

Residents wishing to fund adaptations independently must obtain written approval from RGS Properties before any works commence.

Applications must include:

- Detailed specifications.
- Contractor information.
- Relevant permissions and certifications.
- Evidence of compliance with building regulations.

RGS Properties reserves the right to inspect completed works and require remedial action if standards are not met.



Maintenance and Repairs

Where adaptations are installed and become part of the property, RGS Properties will generally assume responsibility for repairs and maintenance following any warranty period.

Examples may include:

- Stair lifts
- Through-floor lifts
- Accessible bathing facilities
- Specialist sanitary equipment

Servicing arrangements will be established where necessary to ensure resident safety and compliance.

Where residents have installed adaptations independently without transfer of ownership to RGS Properties, maintenance responsibilities may remain with the resident.

Lettings and Transfers

RGS Properties will maintain records of all adapted properties.

When an adapted property becomes available, consideration will be given to allocating the property to applicants or residents whose needs match the available adaptations.

Where a resident's housing needs could be better met through transfer to an existing adapted property, RGS Properties will discuss available options and provide appropriate support throughout the process.

Complaints

Residents who are dissatisfied with any aspect of the aids and adaptations service may make a complaint through the RGS Properties Complaints Policy.

Complaints will be investigated fairly, independently, and within published timescales.

Learning from complaints will be used to improve service delivery and resident outcomes.



4. Responsibilities

Board of Directors

The Board has overall responsibility for ensuring effective governance and oversight of housing services and compliance with legal obligations.

Director of Property Services

The Director of Property Services is responsible for:

- Policy implementation.
- Resource allocation.
- Strategic oversight.
- Monitoring compliance and performance.

Housing and Property Teams

Housing and Property staff are responsible for:

- Processing adaptation requests.
- Liaising with residents and external agencies.
- Coordinating assessments.
- Monitoring project delivery.
- Maintaining accurate records.

Contractors and Specialists

Approved contractors and specialist providers are responsible for:

- Delivering works safely.
- Meeting quality standards.
- Complying with all regulatory requirements.
- Completing works within agreed timescales.

Residents

Residents are responsible for:

- Providing accurate information.
- Cooperating with assessments and inspections.
- Reporting defects promptly.
- Maintaining any resident-owned equipment.



5. Summary

This policy demonstrates RGS Properties' commitment to supporting residents with disabilities, mobility issues, and other accessibility needs through the provision of aids and adaptations.

Through fair assessment, partnership working, and responsible investment, RGS Properties aims to ensure residents can live safely, independently, and comfortably within their homes.

The operational arrangements for delivering adaptations are detailed within supporting procedures, guidance documents, and service standards that accompany this policy.

