



Golden Lane Housing Limited

Adaptations Policy

Policy Owner: Director of Property & Sustainability

Policy Manager: Head of Property & Sustainability

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Version	Author	Amendments	Approved By	Approval Date	Review Date
1	Keith Henderson	Original Document	Housing & Property Committee	27/10/25 (by circulation)	October 2027

1. Purpose

This policy sets out Golden Lane Housing's (GLH) approach to managing aids and adaptations that enable tenants with disabilities to live safely, independently and with dignity in their homes, ensuring homes are designed or adapted to meet specific needs appropriately.

It ensures compliance with:

- The Regulator of Social Housing's 2025 Consumer Standards (Home, Safety & Quality, Tenant Involvement & Empowerment);
- The Equality Act 2010 and the Homes (Fitness for Human Habitation) Act 2018;
- Local authority Disabled Facilities Grant (DFG) frameworks.

The policy underpins GLH's strategic objective to deliver quality homes, tenant satisfaction and safe environments.

2. Scope

Applies to all GLH-owned or managed properties, and to all staff, contractors and agents engaged in:

- Receiving, assessing and processing adaptation requests;
- Approving and delivering minor and major adaptations;
- Liaising with tenants, occupational therapists and local authorities.

3. Definitions

- Adaptation: An alteration to a property to enable a disabled tenant to live more independently.
- Minor Adaptation: Work costing \leq £1,000 (e.g. grab rails, door thresholds).
- Major Adaptation: Work costing $>$ £1,000 (e.g. ramps, wet-rooms, kitchen redesigns).
- DFG: Disabled Facilities Grant, a local authority funding mechanism for major adaptations.

4. Link to the Risk Management Framework

The following risks are addressed in this policy, based on the current GLH taxonomy:

Level 2 Risk	Level 3 Risk
Operational Delivery & Asset Safety	Property Compliance Failure; Health & Safety Breach; Reputational Damage from Service Failure.

5. Roles and Responsibilities

In addition to overall policy ownership and management, the following roles and responsibilities apply:

Role	Responsible For
Board & Executive Team	Approve policy and monitor compliance with Consumer Standards.
Head of Property & Sustainability	Policy owner; ensures resources, training and oversight.
Asset & Sustainability Manager	Policy manager; monitors procedure delivery and KPI performance.
Property Surveyors	Receive and assess requests; liaise with OTs; specify, instruct and inspect works.
Contractors/Resolve Solutions	Deliver adaptations to GLH specifications and timescales.
Quality & Assurance Team	Maintain records and verify compliance within Active:H system.
Tenants & Support Providers	Report needs and co-operate with assessments and installations.

6. Content

Golden Lane Housing (GLH) is committed to making sure that tenants who need an adaptation can access the service easily, fairly and without unnecessary delay. Our goal is to help tenants live as independently, safely and comfortably as possible in their homes.

To achieve this, GLH will:

- Promote fair, consistent and transparent access to adaptations**

We will make sure that accessible information about how to request an adaptation is clearly available to all tenants, their families, and support providers and published on our website. Every request will be treated equally and assessed based on need, not on where a person lives or who supports them. We will explain clearly what support is available, what funding may apply (including Disabled Facilities Grants), and what steps are involved in the process.

- Undertake timely assessments of requests via Property Surveyors**

Once a request is received, one of our trained Property Surveyors will contact the tenant or their representative to arrange a convenient time to visit the home. During the visit, the Surveyor will review any recommendation from an Occupational Therapist (OT) and discuss the tenant's individual needs to make sure the proposed adaptation is the best possible solution.

- Approve and complete minor adaptations within 28 days**

We aim to approve and complete minor adaptations — such as grab rails, lever taps or

door threshold ramps — within 28 days of receiving all the required information. This ensures that small but important changes that improve independence can be delivered quickly.

• Approve and progress major adaptations in partnership with local authorities

Major adaptations (for example, installing a level-access shower, widening doorways, or adding ramps) will usually require additional approvals or funding, often through a Disabled Facilities Grant. GLH will work closely with the tenant, their Occupational Therapist, and the Local Authority to make sure the application is processed as smoothly as possible. We will keep tenants updated at every stage of the process and give clear timescales once approvals and funding are confirmed.

• Use qualified and trusted contractors

Only qualified contractors who have been trained and vetted to carry out adaptations work will be used. Contractors will always carry identification, arrive at agreed times, and treat every tenant and home with respect. They will work in a safe, tidy and considerate way, making sure disruption is kept to a minimum.

• Inspect and check work for quality and satisfaction

After major adaptations are completed, a Property Surveyor will visit the home to check that the work has been done to the right standard, that it is safe, and that it meets the tenant's needs. We will also ask tenants and support providers for feedback on how well the adaptation works for them, so we can learn and improve future services.

• Keep clear and secure records

We will record all adaptation details in our central property management system (Active:H). This ensures that any servicing, warranties or maintenance requirements are tracked and managed properly for the future.

• Monitor tenant feedback and service quality

We will regularly review tenant feedback to understand how well we are performing. This includes satisfaction surveys, complaints, compliments and direct feedback from tenants or their representatives. We will use this information to improve how we deliver adaptations in the future.

All adaptation work will meet current **Building Regulations, Planning and Health & Safety** requirements, and will be delivered in line with GLH's **Repairs & Maintenance Policy** and **Equality & Diversity commitments**.

7. Regulatory Context

This policy supports compliance with:

- Regulator of Social Housing Consumer Standards (2025):
- Home Standard – safe, high-quality, well-maintained homes.
- Safety & Quality Standard – timely rectification of defects and effective asset management.
- Tenant Involvement & Empowerment Standard – involvement in decision-making and complaint resolution.

- Housing Health & Safety Rating System 2006
- Equality Act 2010
- Homes (Fitness for Human Habitation) Act 2018
- Building Regulations 1984 (as amended)

8. Related Policies

This policy should be read in conjunction with the following:

- Repairs & Maintenance Policy (2023)
- Asset Management Strategy
- Compliance Strategy
- Sustainability Policy
- Equality & Diversity Policy
- Compensation Policy

9. Linked Standards and Procedures

The following documents support the implementation of this policy:

Adaptations Procedure (Feb 2025)

10. Oversight and Reporting

- Quarterly reporting to Executive Team and Housing & Property Committee
- Exception reports logged in 4Risk for non-compliance.

11. Policy Non-Compliance

Failure to adhere to this policy may result in disciplinary action or contractor sanctions. Any exceptions must be authorised by the Policy Owner and recorded within 4Risk for escalation to the Risk & Audit Committee.

12. Ownership & Regular Review

Owned by the Head of Property & Sustainability. Reviewed annually by the Executive Team and formally approved by the Board. Interim reviews will occur following changes to legislation, Consumer Standards, or GLH strategic plan.

13. Link to GLH Plan

This policy supports GLH's strategic themes of:

- Quality Homes – ensuring safe and accessible accommodation
- Strong Finances – managing adaptations efficiently and leveraging grant funding to maximise value for money.
- Tenant Satisfaction – delivering responsive, person-centred services;