



Gardeen Housing Association Ltd
Building a Better Future

GARDEEN HOUSING ASSOCIATION

STAGE 3 ADAPTATIONS

POLICY

Implementation	2022/23
Next Review	2025/26

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1.0 Introduction

The Association currently receives funding from Glasgow City Council for Stage 3 Adaptations. These are defined as “works to adapt a property to suit the changing needs of the existing tenant, or of a new tenant, where these could not reasonably have been identified when the property was originally provided”.

The Association is committed to assisting tenants in submitting applications for Adaptations. The Association signposts tenants to complete the online referral form for adaptations upon request or, alternatively, where housing management staff assess that the tenant would benefit from referral for an assessment by an Occupational Therapist. If the tenant is unable to complete this form, staff complete the referral form on their behalf, with the tenant’s permission.

2.0 Objectives

The Association aims:

- 2.1 To promote effective relationships by improving communication with all stakeholders and partner agencies.
- 2.2 To provide support and advice to tenants, promoting a good tenant and landlord relationship, clearly defining the respective duties and responsibilities of both residents and the Association.
- 2.3 To ensure that the Policy complies with statutory requirements, the Scottish Housing Regulator Guidance and best practice. The Association will also benchmark against other housing associations in Scotland.

The Policy will also comply with the Scottish Social Housing Charter outcomes regarding tenancy sustainment and equalities.

Equalities

Social landlords perform all aspects of their housing services so that: they support the right to adequate housing. Every tenant and other customer has their individual needs and rights recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

Tenancy Sustainment

Social landlords ensure that: tenants get the information they need on how to obtain support to remain in their home; and ensure suitable support is available, including services provided directly by the landlord and by other organisations.

- 2.4 To ensure that all Stage 3 adaptations are implemented in a professional, effective and efficient manner.
- 2.5 To have a fair system in place for prioritising applications, currently based on assessment of need with priority designated by Occupational Therapy service.
- 2.6 To ensure that no person is treated less favourably than others because of their race, religion or belief, age, sex, sexual orientation, disability, marriage or civil partnership, pregnancy and maternity or gender reassignment.
- 2.7 To provide good quality information to service users through all stages of the adaptations process and to gain feedback from service users to help improve the service.

- 2.8 To regularly monitor and evaluate all aspects of the stage 3 adaptations service and review and revise the Policy as required.

3.0 Funding

Each year Glasgow City Council (GCC) awards a grant allocation to Gardeen HA Ltd for adaptation works required to properties that the Association owns. The level of grant is decided by GCC.

The Association attempts to spend this funding throughout the year and if it has more adaptation requests than funding then an application will be made to GCC for additional funding.

When the funding allocated for a particular year is spent, any remaining adaptation requests will be put on hold until the Association receives an allocation of further funding.

4.0 Priority

The Association is advised of the allocation of funds for stage 3 adaptations by Glasgow City Council at the start of each financial year. Any outstanding referrals for stage 3 adaptations will then be dealt with according to priority level then date received order.

Priority 1 adaptations will be dealt with in date order received as and when funding is available. Priority 2 adaptation requests may be held until the fourth quarter of the financial year and will only be progressed if there are sufficient funds available after any priority 1 requests have been dealt with.

Where the adaptation is likely to cost of £15,000 these have a different process and HARP reference. Glasgow City Council class these as 'major' adaptations. These types of adaptations require more detailed documents to be submitted to GCC such as tender drawings and a tender report. They may also require planning permission. These adaptations will be progressed separately to the priority 1 and 2 referrals detailed above. They may also take longer due to external factors such as planning permission.

Some examples of the categories considered by Glasgow City Council are listed in Appendix 1.

5.0 Procedure

When the Association receives a referral from the Occupational Therapist for a stage 3 adaptation and there are sufficient funds left in the budget for that year to carry out the work the Senior Housing Officer will:

- Discuss the application with the tenant to confirm their understanding of the referral and its suitability;
- Arrange a survey visit with the Association's contractor to establish what work is required. A proposed start date will then be agreed with the tenant and the contractor. A works order and VAT exemption form will be issued to the contractor by the Association.

When the Association receives a referral from the Occupational Therapist for a stage 3 adaptation and there are insufficient funds left in the budget for that year to carry out the work, the Senior Housing Officer will advise the tenant of this in writing. The Senior Housing Officer will suggest that the tenant re-contacts their Occupational Therapist to see if there is anything they can do in

the meantime. The Senior Housing Officer may also contact the local Councillor(s) regarding additional funds for further adaptations work.

Once a stage 3 adaptation has been completed the Senior Housing Officer will arrange for the work to be post inspected and for a repairs satisfaction survey to be completed with the tenant. The Senior Housing Officer will then arrange for the the Occupational Therapist to be advised that the work is complete so that they can arrange their own inspection.

The Association will then submit a claim for payment from Glasgow City Council in accordance with GCC procedure. The Senior Housing Officer will arrange for the Association's property records and adaptations register to be updated with the details of the adaptation.

6.0 Review

This Policy will be reviewed every 3 years or more frequently if required.

Appendix 1

Safety Rails (External)
Paths/Steps/Paving (External)
Lighting (External)
Covered Access/External Storage (External)
Alterations. Doors (Internal)
Alterations. Windows (Internal)
Alterations. Electrics/Plumbing (Internal)
Alterations. Storage (Internal)
Installations. Showers/Baths (Internal)
Installations. Stair Lifts/Hoists (Internal)
Installations. Storage (Internal)
Installations. Acoustic Insulation (Internal)
Installations. Surfaces Non Slip Tactile (Internal)
Installations. Safety Rails (Internal)
Installations. Door Access (Internal)
Extensions/Alterations: Bedroom/Bathroom (Major works)
Vertical through floor lift (Major works)
Redesign of existing kitchen (Major works)
Creation of hard standings (Major works)