KNOWES HOUSING ASSOCIATION LTD	
Policy Name	Medical Adaptations Policy
Policy Category	Maintenance Development and Systems
Policy Number	MDS10
Date to Committee	March 2026
Previous Review	March 2023
Next Review Date	March 2029
Links to other Policies	MDS05 Repairs Policy
Consultation	Staff/Committee

1.0 OBJECTIVES OF THE POLICY

1.1 To ensure that medical adaptations are carried out as efficiently and effectively as possible and to ensure that the Association's tenants needs are met in relation to special needs provision.

2.0 THE ADAPTATION PROCESS

2.1 Funding Arrangements

The Association will bid for the estimated amount required for adaptations each financial year to the Scottish Government. The Scottish Government will announce the level of adaptation funding which will be allocated to the Association for the year. Once this funding has been used and drawn down, further discussions will take place with the Government regarding further funding allocations. This can differ on a year-to-year basis.

2.2 Notification of Adaptations, Referrals and Prioritisation

All adaptation requests must be referred through West Dunbartonshire Council's Occupational Therapist (O.T) using a CL1 form (with the appropriate priority grading) except in the case of hearing adaptations where a letter from the hearing specialist will suffice. Any tenants requesting adaptations directly from the Association will be referred to the local O.T. On occasion we will receive letters directly from Social Workers or Hospitals containing requests for adaptations such as moving handsets or handrails for discharge patients etc – these will be processed in the same way as CL1's. Should there be dubiety over priority in these cases then this will be discussed with the O.T.

Where the funding allocation from the Scottish Government is less than is required and the Association is unable to fund any further adaptations all new requests will be put on a waiting list based on level of priority and date of referral. The Association will advise the O.T. and the tenant of this in writing.

On completion of works the O.T. will be informed and the work will be subject to a post check which will be recorded in the medical adaptation register.

3.0 INSTRUCTING THE WORKS

Costs will be obtained for each adaptation in line with the Association's repairs policy and in accordance with statutory guidance SGGN 2012/04, which updates and supplements SHGN 2001/02 "Procedures for HAG Funding of the Stage 3 Adaptations". In general therefore one quote is required for work of up to £1500 in value, three quotes are required for works of up to £10,000 in value and formal tender procedures are required for all works over £10,000 in value.

4.0 TIMESCALES / PERFORMANCE

4.1 The Association will keep a register detailing a range of information on each adaptation, including the date of receipt of all requests, the details of the request, the date the request is carried out and the cost of the works and contractor who carried out the work, the date of post-inspection and satisfaction survey sent.

4.2 In circumstances where funding is not restricted the following timescales will be adhered to.

- **Minor adaptations (Handrails etc) - Quotation within 10 working days of receipt of O.T. request and work to be completed within 15 working days of the order being raised.**

- **Works of between £1500 and £5000 (Shower installations, kitchen adaptations etc) - Quotation within 15 working days of receipt of O.T. request and work to be completed within 25 working days of order being raised.**

- **More complex works may require a building warrant and or planning permission and will therefore not have a target completion time as the Association has no control over these. However these types of works will be expedited as efficiently as possible.**

5.0 MAINTENANCE AND REPLACEMENT OF ADAPTATIONS

5.1 The Association will maintain and replace adaptations in accordance with the Association's maintenance policy. The majorities of adaptations are handrails, shower installations and alterations to footpaths and fencing and therefore only require maintenance on an ad hoc basis. Any heating installations will be included in the gas maintenance contract.

6.0 ALLOCATION OF ADAPTED PROPERTY

6.1 When medically adapted properties become void, then subject to the extent of the adaptation, consideration will be given in the first instance to those applicants with medical needs which would be met if they were allocated the property.

7.0 PERFORMANCE MONITORING AND REPORTING

7.1 The Association will monitor the time taken to complete all medical adaptations and will report to Management Committee on a quarterly basis. An annual report will also go to the Management Committee detailing the number of and type of medical adaptations carried out in the previous year.

7.2 In addition, on completion of every medical adaptation, a Satisfaction Survey will be sent and responses collated and reviewed by the Association. A report will be presented to the Housing Services Sub Committee on a quarterly basis detailing the satisfaction responses and outlining any areas for concern or improvement.

7.3 All medical adaptations will be post inspected by the Technical Inspector.

8.0 APPEALS

8.1 Any tenant who feels they have been unfairly dealt with has a right of Appeal. This is detailed in the Complaints Policy, which is available at the Associations office. Appeals should generally be received within 28 days of the date of the decision letter.

8.2 Initially the Head of Property Services or the CEO of the Association will deal with an appeal, and if the tenant is still unhappy they can appeal further to the

Scottish Public Services Ombudsman. The Complaints Policy details the way in which you can complain and the timescales for responding.

9.0 EQUALITIES COMMITMENT

9.1 Knowes Housing Association Ltd is committed to tackling discrimination on the grounds of sex or marital status, racial grounds, or grounds of disability, age, sexual orientation, language, social origin, or of other personal attributes, including beliefs or opinions, such as religious beliefs or political opinions.

9.2 Knowes' seek to embrace diversity, promote equal opportunities for all and eliminate any unlawful discrimination in all areas of our work.