



1. Policy statement

- 1.1 This policy sets out Lewisham Council's approach when we receive a request from one of our tenants for an adaptation to be installed within one of the properties we own and manage directly.
- 1.2 This policy supports our commitment to Equality Diversity and Inclusion, and is in line with Lewisham Council's corporate plan to take action to address inequalities. In particular it supports priority four of our current housing strategy: supporting our residents to lead safe, independent and active lives.
- 1.3 The Safety and Quality standard is one of the new consumer standards which Registered Providers of Housing are required to follow. It requires us to clearly communicate to tenants and relevant organisations how we will assist tenants seeking housing adaptations services, and cooperate with tenants and others so that a housing adaptations service is available to tenants where appropriate.
- 1.4 Requests to carry out a major adaptation will usually come from an Occupational Therapist (OT). Where a resident contacts the housing service directly, we will signpost or refer a resident to contact the OT Service where this is a major adaptation, or where the resident will require a full assessment in their home.
- 1.5 Where we receive an instruction from an Occupational Therapist, we will work with them to undertake the instructed work in a timely way, where it is reasonable and practical to do so. This may include bringing in an outside contractor or supplier to carry out specialist work.
- 1.6 Where a particular adaptation is not feasible to undertake for the property, we will refer to and work with the Occupational Therapist, the tenant, and others to explore suitable, alternative options. This may include supporting a transfer to alternative accommodation.
- 1.6 We can often undertake minor adaptations without the need to wait for a referral from an Occupational Therapist. We will work with the tenant directly, but may also require information from another party such as a G.P. or a specialist support service to ensure we can meet the tenants needs with an appropriate solution. Tenants should contact their Housing Officer, who will liaise with the Repairs Service to find a solution and keep the tenant informed of progress.
- 1.7 Leaseholders who require an adaptation can also apply through an Occupational Therapist who may also be able to assist with information regarding funding the work.
- 1.8 Where a tenant or leaseholder wishes to improve their home by way of a private alteration, please see also the Alteration and Improvements policy.
- 1.9 We will monitor this policy and the procedures that implement it in a number of ways. This includes reports and analysis of requests, adaptations completed, referrals to Occupational Therapists, types of adaptations undertaken and the cost and time to complete. We may also ask for feedback to help us improve our service.



Housing Services

Tenant aids and adaptations policy

New Policy: Aids and Adaptations policy 2022 (Lewisham Homes) Minor updates to reflect the return of landlord services previously managed by Lewisham Homes to Lewisham Council

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Approved by: Lewisham Council's Housing Executive Management Team

Policy owner: Head of Repairs Service