



H O U S I N G A S S O C I A T I O N

ADAPTATIONS POLICY AND PROCEDURES

Approved by Committee: **9th April 2013**

Date Due for Review: **April 2016**

1. Introduction

The Association will consider all requests from residents who require adaptations to their property to enable them to remain in their present home and improve their ability to make full use of the property regardless of physical impairment. The Association will seek to assist in improving independence improve privacy and allow dignity for the client.

Adaptations can be provided by the provision of items through the Development Process for new build or rehabilitated properties or by the conversion of existing dwellings (commonly referred to respectively as Stage 2 and Stage 3 adaptations).

Adaptations generally will be the responsibility of the Landlord where they are permanent fixtures while the Social Work Department is responsible for the provision of moveable aids and equipment.

2. Process

2.1 Resources

An assessment will be made about the level of adaptations required in the coming year and a bid will be made to Glasgow City Council as part of the Strategy and Development Funding Plan for appropriate level of funding.

Should the available money be spent in the financial year a further request for additional funds will be made throughout the year.

2.2 Social Work Department

All requests for adaptations will be routed through Glasgow City Council Social Work Department Occupational Therapy Section using the COSLA agreed CL1 Forms.

Residents will initially be advised to contact the Occupational Therapy Department to arrange for an assessment of their requirements to be carried out.

On completion of the assessment the Occupational Therapist will submit a CL1 to the Association detailing:-

- Clients name and address
- Brief description of work required
- Priority rating 1 – 4 (1 being the most urgent)
- Whether a joint visit is required

- Additional information (specification suppliers etc)

2.3 Execution

The Association will place each request for an adaptation on a waiting list in priority order.

A check will be made on the level of available resources and the highest priority cases selected for execution of the work.

2.4 Tender

The Association will request estimates or quotes for the work required subject to tendering procedure and Scottish Housing Regulator guidance.

The tender or quote will be requested with the Association providing as much detail of the work specified as possible. A defects liability period must be agreed and specified by the successful Contractor.

2.5 Visits

A joint visit if required will take place at the property with the Housing Services Manager, Property Management Assistant, and Occupational Therapist and where appropriate the selected Contractor.

When agreement reached a note of the meeting should be taken.

Ruchazie Housing Association will ensure that all relevant Planning and Building Control permissions are obtained if required.

A works order will be raised for the adaptation.

The Association will ensure in the appropriate circumstances that the client can be accommodated while the work is carried out. This may be arranged through the Social Work Department or using facilities in the Community.

2.6 Quality Control

Upon receipt of invoice a check will be made that the work has been carried out to the satisfaction of the tenant and the Association.

The tenant will be asked to complete a post inspection Tenant Satisfaction Survey.

2.7 Invoices

The invoice will be paid under the terms of the Association's Invoicing Procedure.

The Finance Officer will submit a Hag 11 claim form to Glasgow City Council for payment.

Where appropriate the Finance section will batch minor invoices or work completed around the same time in accordance with Scottish Housing Regulator's HAG payment procedures.

Minor adaptations under £100 will be carried out within the budget without the need for tendering.

ADAPTATIONS: POST INSPECTION SURVEY FORM

NAME _____

ADDRESS _____

DESCRIPTION OF WORK

DATE COMPLETED _____

DATE INSPECTED _____

INSPECTED BY _____

TENANT SATISFIED WITH WORKS **YES** **NO**

SIGNED _____ **Tenant** **DATE** _____

COMMENTS

