

Aids and Adaptations Policy Statement

September 2024

Version Control:

Version	Date	Author	Owner	Approver	Approved on	Next review	Comments
1.0	August 2024	Rachael Swales					



1. **Introduction**

Heylo Housing Group Limited (HHGL) is the parent company of the Group, which includes Heylo Housing Registered Provider Limited (HHRP) and a number of property owning investment vehicles (Pods) (collectively referred to in this policy as 'Heylo'). Heylo currently provides two different Shared Ownership products – Home Reach and Your Home.

All customer facing services to Heylo customers are provided by employees of ResiManagement, a separate, but commonly controlled company.

2. **Purpose**

This policy sets out Heylo's approach to aids and adaptations in our homes.

3. **Regulatory framework**

The Regulator of Social Housing's Safety and Quality Standard sets out the required outcomes Registered Providers must achieve and includes a specific requirement in relation to adaptations:

Required Outcomes:

1.5.1 Registered providers must assist tenants¹ seeking housing adaptations to access appropriate services.

Specific Expectations:

2.4.1 Registered providers must clearly communicate to tenants and relevant organisations how they will assist tenants seeking housing adaptations services.

2.4.2 Registered providers must co-operate with tenants, appropriate local authority departments and other relevant organisations so that a housing adaptations service is available to tenants where appropriate.

4. **Policy Statement**

Heylo want all customers to live independently in their home and to enjoy a good quality of life, and understand that to achieve this they may require the installation of aids and adaptations.

Heylo provides Shared Ownership homes, and in the majority of cases, the customer is responsible for any repairs and maintenance, and required aids and adaptations in the home. Heylo are not legally required carry out aids or adaptations to customers' homes and do not provide such a service, however some new Heylo homes are M4 adaptable and accessible as per local authority planning requirements.

¹ Throughout the consumer standards 'tenants' means tenants and other occupiers of social housing which includes licensees and shared owners (unless explicitly stated).

Customers will need to obtain permission for any alterations they may need to make to their home. Each proposed adaptation will be assessed on a case-by-case basis. Heylo will not withhold consent unreasonably.

Requests for aids and adaptations will be approved if the customer has obtained the appropriate consent from statutory bodies, and other freeholders, and the works are to be completed professionally.

Heylo advise customers to contact their local authority to apply for a request for an assessment from an occupational therapist when an adaptation is required.

Mobile or non-fixed aids, are also the responsibility of individual local authorities or social services department. Residents or their advocates should communicate with their local authority directly to be assessed for aids.

Heylo can assist in signposting customers to the relevant local authority.

5. Review

We will review this Policy every two years, unless there is a significant development that would require a more urgent review e.g. new legislation or regulation.

Policy approval date:	25 September 2024
Policy review date	26 September 2026
Lead team	Property Management
Level of authorisation required (for review):	ResiManagement Customer Committee