



ADAPTATIONS POLICY 2026

1.0 INTRODUCTION

Adaptations make properties more accessible and usable for people with a medical condition or disability and thereby enable them to maximise their independence in their own home. Adapted properties help the Association to create stable, sustainable and inclusive communities.

The Association is committed to carrying out adaptations to properties where these comply with the criteria set out in this policy and with that included in the Association's other relevant policies and procedures, and guidance from the Scottish Government, Clackmannanshire Council Social Services, Fife Council Social Services and The Scottish Housing Regulator.

2.0 OBJECTIVES

The Association will aim to achieve the following when undertaking adaptations:

- ✓ Enhance the independence of the tenant
- ✓ Help to reduce time spent in hospital
- ✓ Specify the work in line with professional advice from Occupational Therapists, consultants or other social care / health professionals
- ✓ Complete the work efficiently and competently
- ✓ Maintain communication between the tenant, Occupational Therapist, contractor, consultants, other social care / health professionals and within the Association
- ✓ Secure grant funding promptly, where eligible
- ✓ Maintain a record of the work that has been undertaken
- ✓ Maintain the adaptation
- ✓ Secure resources for maintenance of the adaptation

3.0 ELIGIBILITY

Adaptations to new and existing housing, which is owned and rented by the Association, are currently eligible for restricted funding from the Scottish Government where the adaptation is deemed essential.

Sharing owners and shared equity owners may be eligible for local authority improvement grants in the same way as other owner occupiers for adaptations to their properties. Owners will therefore be directed by the Association to the relevant local authority for assistance.

Information on what services are available can be found in the Association's guide – 'Information for Applicants Adaptations', which is provided to all applicants for housing and for existing tenants.

4.0 REFERRALS

Referrals are generally received from the following sources:

- ✓ Tenant's General Practitioner (GP)
- ✓ Occupational Therapist (OT), who may be employed by a Health Board, Local Authority (LA) or other organisation such as an insurance company.

In the interest of consistency, the Association will request all referrals to be submitted on the Association's standard application, which is attached as **Appendix 1**. We can, however, accept referrals that are not in this format provided they contain sufficient information to allow the request to be processed.

The Association may receive self-referrals following specific diagnoses (e.g. dementia) or other medical conditions. In these cases, the Association will aim to complete the form at **Appendix 2**, and send to the OT for approval. In all cases the Association will follow the same process for considering the referrals and making any recommendations for suitable adaptations that can be undertaken.

5.0 REFERRAL ACCEPTANCE, PRIORITISATION AND REFUSAL

5.1 Referral Processing

A site meeting may be required to enable the referral to be assessed. The Association will generally require an assessment to be carried out by an OT, if not already done so, to determine whether the requested adaptation is essential, although we recognise this may not be required for every referral.

The Association supports the Dementia & Housing Framework where we have undergone training, reviewed and amended documents, improved access for tenants and collaborated with external agencies. We recognise that adaptations can vastly improve the daily life of someone living with dementia therefore, in the case of a dementia diagnosis, the Association will aim to undertake a specific risk assessment of the property post-diagnosis, in line with our Housing & Dementia Self-Assessment Framework and consider any work that can be undertaken that will improve the usage of the property for the tenant.

Where the Association is undertaking planned investment work, we will consider the property attributes (e.g. elderly amenity, floor level), and where feasible, we will include adaptations that will make properties more suitable for those living with dementia or other mobility problems, in order to eliminate the need for a future adaptation.

5.2 Factors for Consideration

The Association will consider whether a proposed adaptation is reasonable or not. When considering whether a proposed adaptation is reasonable, the Association may consider the following:

- ✓ How effective the proposed adaptation will be in overcoming the disadvantage experienced by the tenant;
- ✓ Whether it is possible and practical to implement the proposed adaptation;
- ✓ The overall cost of the proposed adaptation incurred by the Association;
- ✓ The availability of resources (particularly Scottish Government Grant) that is available to complete the proposed adaptation;
- ✓ Whether alternative accommodation would be more suitable and practical in meeting the needs of the tenant.

5.3 New Tenancies

Following acceptance of a provisional offer of a new house by the prospective tenant, the Association will review the OT referral. Acceptance will follow the Association's standard allocation procedures in accordance with the considerations to be taken into account under this policy.

Whilst the Association will process all OT referrals promptly, certain referrals, such as from tenants awaiting hospital discharge, will be allocated a priority status by the referrer to allow the Association to target its resources and those of other public services with maximum efficiency.

5.4 Refusals

The Association reserves the right to refuse to carry out an adaptation. Each case will be considered on its own merits but will be guided by the following:

- ✓ The proposed adaptation must be essential;
- ✓ The proposed adaptation must be reasonable;
- ✓ The adaptation must be required for a permanent member of the household;
- ✓ Proposed adaptations should meet the long-term requirements of the tenant;
- ✓ The tenant should be satisfied that the proposed adaptations meet their needs;
- ✓ The work should offer value for money;
- ✓ The work should be capable of being completed within a reasonable period of time;
- ✓ The availability of sufficient resources available to fund the works;
- ✓ There being no alternative and more suitable accommodation available this will require an assessment of imminent availability within the Association's future programme and the available stock of other local landlords;
- ✓ The proposed adaptations should not be technically difficult to achieve and should not be undertaken to the detriment of the property, the area or surrounding residents;
- ✓ The proposed adaptation should not contravene statutory requirements such as planning.

Where a tenant refuses to allow the Association to carry out an adaptation, we will record this on file.

5.5 Consent for adaptations by tenants

Under the Housing (Scotland) Act 2014 and The Relevant Adjustments to Common Parts (Disabled Persons) (Scotland) Regulations 2020, tenants with Scottish Secure Tenancies (SST) or Short Scottish Secure Tenancies (SSST) with the Association may carry out adaptations to their properties or to common parts around their home. Before undertaking adaptations, tenants must obtain the Association's consent which will not be unreasonably withheld. In the case of an adaptation to the common parts, tenants will require the consent of the majority of owners.

6.0 ALTERNATIVE ACCOMMODATION

Where the Association refuses to carry out the adaptation, consideration will also be given to addressing the tenant's needs with the provision of alternative accommodation.

Accommodation may be provided:

- ✓ Within the Association's existing stock;
- ✓ By the provision of new build accommodation;
- ✓ By alternative landlords.

The options will be discussed with the tenant and with the stakeholders.

We will adopt a pro-active approach to offering alternative accommodation to tenants waiting on adaptations that are not classed as minor. In these cases, the Housing Services Officer will write to tenants and discuss options of alternative accommodation, looking at whether the property is suitable long-term e.g. moving from first to ground floor.

7.0 COMMUNICATION

Communication channels will be clearly established and maintained within the Association and between the Association, the tenant and referrer, as set out in the procedures.

Tenants will be advised whether the work to be carried out in their home is a major or minor adaptation. Major adaptations require more co-ordination and are typically more expensive, taking longer to complete.

A user-centred approach will be adopted, and the tenant will be given the following information:

- ✓ A detailed letter will be issued for Major and Minor Adaptations – in the case of a Major adaptation, this will include details of any proposed change to rent to reflect the changes made to the property;
- ✓ Confirmation of receipt of major adaptation request via OT;

- ✓ Key contact person within the Association;
- ✓ Clear communication of proposals and options;
- ✓ Indicative timescales, including proposed start and completion dates;
- ✓ Where the proposed adaptation will affect the rent charged on the property, the tenant must agree to accept the increase, which will take effect on the first rent debit after 4 weeks' notice of rent increase has been given. Four weeks' notice will usually be given at the point of completion of the adaptation.

The tenant and the OT will also be given an opportunity to feedback on the adaptation, both the process and the work.

If a tenant requires to move out of their home to undertake an adaptation, then this will be carried out in line with the Association's Decant Policy.

8.0 PROCUREMENT

Adaptations will be classified as either minor or major. Procurement will follow the Association's Corporate Procurement Policy.

9.0 BUDGET

The Association requests and receives an allocation of grant funding each year from The Scottish Government which is based on the Association's estimated requirements for the year ahead. All adaptations are front funded by the Association and the grant is claimed upon completion of the work.

If our spend figures indicate that the budget is likely to be exceeded, the Association will request additional funding from the Scottish Government or other sources.

Where grant funding for a financial year has been exhausted and the Association has been unable to obtain funding from other sources the Association may create a waiting list of approved adaptations. Adaptations on the waiting list will be dealt with in the order they are entered onto the waiting list when sufficient further funding becomes available, or the Association decides to instruct the adaptation at its sole discretion.

Adaptations, which are expected to cost less than £1000 will be completed with funding from the reactive maintenance budget. These adaptations should be classified as Essential by a qualified person such as an Occupational Therapist however, as these are of a minor nature (e.g. grab-rail, key-safe), the Association at its discretion, can approve these requests without the need for a referral from an OT or other social care / health professional. If sufficient funds are available from our allocation from the Scottish Government, the costs of these adaptations will be reclaimed.

10.0 KEY PERFORMANCE INDICATORS

The Association will monitor its performance against the following indicators which have been set by the Scottish Housing Regulator:

- ✓ The percentage of adaptations grant spent;
- ✓ Percentage of approved applications for medical adaptations completed during the reporting year;
- ✓ Average time to complete adaptations.

11.0 COMPLETION

The Association or its appointed consultant will carry out a post-completion inspection of all major adaptations to ensure that they have been carried out to the satisfaction of the Association and the OT.

Post inspections of minor adaptations may be undertaken if they are selected during the random selection process. The tenant will also be encouraged to complete and return a satisfaction questionnaire.

12.0 RE-ALLOCATION OF ADAPTED PROPERTIES

Procedures for the re-allocation of adapted property will be set out in the Association's Allocation Policy.

The Association will, as a last resort, consider the removal and storage of an adaptation if it cannot be matched to the incoming household.

13.0 MAINTENANCE & SERVICING

The Association will maintain adaptations for all responsive and future planned maintenance including servicing of any adaptations in line with manufacturers guidance or statutory requirements. Where required or where it is considered value for money, the Association will enter into maintenance agreements with the installer or manufacturer.

Tenants of adapted properties will be provided, where necessary, with additional information for emergencies such as emergency numbers for out of hours service for specialist equipment.

The Association will maintain a record of all servicing to adaptations, to monitor that servicing is undertaken within agreed time limits. The Association will compile information on renewal and repair timescales and costs for life cycle purposes.

Under the Tenancy Agreement, the Association has rights of access to undertake repairs and servicing. In order to ensure that services are completed within timescales, the Association will follow access procedures as defined in **Appendix 3**. If access is proving difficult, staff will make final efforts to engage with the tenant in person to resolve any differences over access.

14.0 REPORTING AND RECORD KEEPING

All adaptations will be recorded on the Housing Systems (Homemaster) Property Record. A separate register may also be maintained which will also identify any regular maintenance work that is required on adaptations to keep them safe.

15.0 DATA PROTECTION

Contractors, consultants and others who receive tenant data must complete and observe the terms of a Data Sharing Agreement & Processor Addendum as set out in Appendices 3 and 4 of the Association's Privacy Policy.

16.0 POLICY REVIEW

This policy will be subject to review at least every 3 years.

Policy Review Consultation Process

Considered by the Senior Management Team on	1 st April 2026
Considered by the Customer Services Committee on	9 th April 2026
APPROVED BY THE BOARD OF MANAGEMENT ON	30th April 2026
Date of Next Review	April 2029

OCHIL VIEW HOUSING ASSOCIATION LTD.

APPLICATION FOR STAGE 3 ADAPTATIONS



TO :	Customer Services	Social Services	<input type="checkbox"/>
ADDRESS :	Ochil House Marshall Alloa FK10 1AB	Housing OT Health OT (please tick)	<input type="checkbox"/>
DATE :	_____	NAME	_____
		ADDRESS	_____
		TEL NO.	_____

PART A - To be completed by Community Care Team, Clackmannanshire Council

Please tick box if form is completed by a health professional e.g. GP

CLIENTS NAME : _____ TEL. NO : _____

ADDRESS : _____

DATE ASSESSED : _____

I CONSIDER THAT THE WORK FALLS WITHIN PRIORITY:

CRITICAL	<input type="checkbox"/>
SUBSTANTIAL	<input type="checkbox"/>
MODERATE	<input type="checkbox"/>

Describe the needs that will be addressed by carrying out the adaptation (including specific physical / functional difficulties which make the adaptation necessary):

The following adaptation is required (NB Type, Size and Exact Location of necessary adaptations etc. must be precisely detailed (attach sketch / plans if necessary))

DOES THIS ADAPTATION FACILITATE HOSPITAL DISCHARGE:

Yes

No

DOES THIS ADAPTATION PREVENT HOSPITAL ADMISSION:

Yes

No

I CERTIFY THAT THE RESPONSIBILITY FOR FUNDING THE ADAPTATION WORKS ARE OUTWITH THE REMIT OF THE HEALTH BOARD, SOCIAL WORK SERVICE OR SCOTTISH HOME AND HEALTH DEPARTMENT:

Yes

WILL THIS ADAPTATION MEET THE CLIENTS LONG TERM NEEDS:

Yes

No

SIGNED: _____

DATED: _____

OCHIL VIEW HOUSING ASSOCIATION
APPLICATION FOR STAGE 3 ADAPTATIONS

To	
Address	e.g. Occupational Therapy, Clacks Council
Date	
Tenant Name	
Tenant Address	
Tel Number	
Date of Birth	
Referral Completed By	
Describe the needs that will be addressed by carrying out the adaptation (including specific physical / functional. Difficulties which make the adaptation necessary):	
The following adaptation is required (NB Type, Size and Exact Location of necessary adaptations etc. must be precisely detailed (attach sketch / plans if necessary)	
DOES THIS ADAPTATION FACILITATE HOSPITAL DISCHARGE:	
DOES THIS ADAPTATION PREVENT HOSPITAL ADMISSION:	
WILL THIS ADAPTATION MEET THE CLIENTS LONG TERM NEEDS:	

Approved

Dear Tenant

Medical Adaptation - Servicing

The Association's Contractor (**Contractor Name**) now require access to your home in order to carry out [**6-monthly / annual service**] of the adaptation in your home, which is now due - last done (**INSERT DATE**).

It is requirement to undertake this service to ensure that the adaptation operates correctly and remains safe, it is therefore imperative that this check be carried out as soon as possible.

Please therefore contact the Association immediately, on 01259 722899, in order to arrange a suitable access time. Please note that, once a suitable access time has been agreed with you, you may be recharged if access is not provided.

If the Association does not hear from you within 7 days of this letter it will have no alternative but to consider further action for access, as stated in your tenancy agreement.

Your tenancy agreement explains the Association's rights to access your home, after giving you notice of its intention. All costs incurred will be recovered from you. Please help to avoid the need for this by contacting the Association to arrange a time.

Your co-operation in this matter is greatly appreciated and we look forward to hearing from you.

Yours sincerely

Property Services Assistant

Dear Tenant

Medical Adaptation - Servicing

Ochil View Housing Association's contractor [**Contractor Name**] has been unable to gain access to your home to carry out the servicing of the medical adaption equipment within your home.

The Association is required to carry out servicing of the adaptation in the property to ensure its continued safe operation. Unless access is made available the Association will take the view that the adaptation may present a potential hazard to the health and safety of you and anyone else within your home and this constitutes a situation requiring emergency access. In these circumstances the Association is entitled to access to your property.

You must contact us on 01259 722899 within 7 days from the date of this letter, to arrange an appointment for access, otherwise we will use our right of entry under the Tenancy Agreement. You will be charged for costs arising from this action. You will also be charged for appointments not kept once made by yourselves.

We trust this will not be necessary and look forward to your cooperation.

Yours sincerely,

Property Services Officer

Dear Tenant

Medical Adaptation Servicing – Forced Entry Appointment

The Association has tried on several occasions to book / arrange access to your home to carry out servicing to the adaptation within your home. By not allowing the inspection to take place, you are putting you and other occupiers of the house at risk, as we cannot guarantee the safe operation of the adaptation.

Arrangements have now been made for an electrician to access your property and isolate the equipment on **[Insert date and time]** ensuring that the equipment cannot be used and guaranteeing your safety.

If we force entry to undertake this work, the locks to the property will be changed. The keys for the new locks will be available at our office during normal working hours. Out with working hours, you will need to phone the Association's out of hours contractor to make arrangements to pick up your keys.

YOU WILL HAVE TO PROVIDE IDENTIFICATION IN ORDER FOR THE KEYS TO BE ISSUED TO YOU.

PLEASE NOTE THAT YOU WILL BE INVOICED FOR ALL COSTS ASSOCIATED WITH THIS WORK.

We sincerely hope this will not be necessary and urge you to contact the Association immediately to confirm you will keep the appointment noted above.

Yours sincerely,

Property Services Officer

Dear Tenant

Medical Adaptation Servicing

You will be aware that the Association has been attempting to gain access to your home to carry out servicing of your medical adaptation equipment.

IN ORDER TO CARRY OUT THIS WORK, ENTRY HAS NOW BEEN FORCED TO THE PROPERTY AND LOCKS HAVE BEEN CHANGED.

In order for you to collect the new set of keys, please call us on 01259 722899 during office hours which are:

Monday / Tuesday / Thursday: 9am to 5pm

Wednesday: 12.30pm to 5pm

Friday: 9am to 3pm

Out with office hours you can use the same number and our emergency repairs contractor will be able to assist.

Please note that you will be required to provide proof of identity in order to obtain your new keys.

Yours sincerely

Property Services Officer