



Portus
Supported Housing

Adaptations and Equipment Policy Version 1.0

Review

Date of this review	Date of last review	Author(s)	Owner	Next review date
31/10/2025	31/10/2025	Jason Cox	Jason Cox	31/10/2028

Details of amendments

Version	Date	Update/ amendment detail	Resulting from

Approved by

Executive Team	[00/00/00]
Board	13/11/25



1. Introduction

This policy sets out the approach of Portus Supported Housing (PSH) to managing the alteration of properties and installation of equipment to meet the changing needs of our customers. This includes the ongoing maintenance, servicing and renewal of any associated equipment or building fabric that may be required.

The policy covers communal areas and customers' homes and ensures that a reasonably practical approach is taken when assessing requests and by considering a range of funding options.

PSH will comply with the requirements of the *Safety and Quality Standard 2024*. This requires PSH to clearly communicate how we will deal with requests and cooperate with partners to provide an effective service.

2. Purpose / Aim

The purpose of the policy is to ensure that customers are able, where possible, to remain in their homes by adapting the physical environment to meet their needs, thereby improving the likelihood of achieving an independent life within their homes.

3. Scope

This policy applies to all PSH managed properties

4. Legal and Regulatory Framework

The Regulator of Social Housing's *Safety and Quality Standard* provides the following guidance on adaptations, which includes that:

- registered providers must clearly communicate to tenants and relevant organisations how they will assist tenants seeking housing adaptations services
- registered providers must cooperate with tenants, appropriate local authority departments and other relevant organisations so that a housing adaptations service is provided to tenants

5. Related Policies and Documents

Repairs and Maintenance Policy

6. Policy Statement / Principles

PSH is a provider of specialist supported housing tenancies and works in partnership with care providers and commissioning authorities to provide accommodation for customers with significant personal care needs. In most cases, properties have been refurbished with this purpose in mind and are generally accessible and usable. A potential customer's needs are assessed by Adult Social Care or the NHS, together with the care provider, prior to offering a tenancy, to understand any additional adaptations that may be needed. These needs can also be reviewed at any point during



the tenancy as circumstances change.

The costs of any adaptations may be funded from various sources, including a combination of:

- Disabled Facilities Grants (DFG) from the local authority – the primary source of funding for larger works
- PSH investment from the repairs and maintenance budget
- private funding from the customer or their representatives
- care provider funding

Funding applications should, in most cases, be supported by an occupational therapist's report to ensure that the proposed alterations or equipment will meet all areas of need in the long term. Decisions on funding provided by PSH, and permission for alterations and installations, will be made openly and transparently with customers and all other parties involved. It is recognised that, over time, a customer's needs may change, and new or further adaptations may be required, or equipment may need to be changed or upgraded. The responsibility for decision-making within PSH rests with the Strategic Asset Management Director, supported by the building surveyors.

There may be occasions when requests for adaptations, or the supply and maintenance of equipment, cannot be met. Typical reasons for this include where:

- the customer is actively seeking re-housing elsewhere
- the proposed adaptation is not structurally practicable
- the care provider is due to exit the property imminently
- consent from a superior landlord cannot be gained
- insufficient budget is available to fund the changes or the associated servicing and maintenance
- the property is under-occupied and extensive or costly adaptations are requested
- the adaptation would result in the loss of rooms or significant space within the property (either communal areas or individual dwellings), creating incompatibility with other customers, e.g. a through-floor lift
- a request is made to install a level-access shower for a resident with mobility issues above the ground floor, without measures in place to ensure the resident can safely access and exit the upper floors
- a suitable alternative property exists elsewhere, and an offer can be made
- the adaptation would negatively impact the property's future letting potential

7. Roles and Responsibilities

Minor adaptations – where minor adaptations are required to support a customer to remain in their home and/or improve their independence, PSH will arrange for the work to be carried out through its contracted maintenance partner, provided the cost does not exceed £300 + VAT per customer per year. Examples of minor adaptations are the installation of grab rails or door hold-open devices.

Maintenance and servicing arrangements – PSH will work closely with its internal maintenance service and partnering contractors to ensure that equipment and adaptations are



serviced in line with statutory requirements and manufacturers' guidance.

8. Monitoring, Review and Compliance

Adherence to this policy will be monitored via the repairs and maintenance data.

9. Equality, Diversity and Inclusion

PSH is committed to mainstreaming equality and diversity throughout all its activities as well as meeting the general and specific duties imposed on it through the legislation. Please refer to PSH's Equality and Diversity Policy to read the policy details in full.

