

# Accessible Homes Policy

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## 1. Our policy statement

- 1.1. Sage Homes is committed to supporting our customers to maintain their independence and remain in their home by making reasonable adjustments to make their homes more suitable if they or a household member has a disability or impaired mobility.
- 1.2. We will do this by transparent, fair, and efficient management of adaptations to balance the needs of our individual customers, our future customers, the impact on the property and the cost of adaptations.
- 1.3. In carrying out adaptations in our properties we will do so with the utmost care and attention to the quality of the work, making sure the vulnerabilities and special needs of our customers with illness and/or disability are the focus.
- 1.4. If you are nominated to a home and you require adaptations, we will initially need to check if the property will be suitable as per our Lettings and Allocations Policy. Where necessary, we may need to consult with your Occupational Therapist for guidance and any works will start once your tenancy has commenced.
- 1.5. We will enable you to continue to live independently in your home and to enjoy a good quality of life through the provision of aids and adaptations, wherever it is viable and cost effective to do so.
- 1.6. We will also make maximum use of any additional funding where it is available via support agencies, including the Disabled Facilities Grant where the cost exceeds £500 and allocate funds (match funded by the Local authority) for major and minor works up to a maximum of £2,500.
- 1.7. We will install minor adaptations up to the value of £500 through our normal responsive repairs service. This will be carried out without the recommendation of an Occupational Therapist, where there is a clear and pressing need for such work and at the discretion of Sage. We will Install major adaptations over the value of £500 on the recommendation of a qualified Occupational Therapist.
- 1.8. Sage Homes will work with the local authority wherever possible to ensure Occupational Therapist assessments are carried out in a timely fashion to prevent delays to adaptations being carried out within the property. We will not unreasonably delay a decision for adaptation requests made by a customer or any third-party agencies. If we are unable to fulfil a request, Sage will support customers to consider alternative reasonable adjustments or consider advice and support on alternative housing options. Reasonable adjustments are set out in our Helping You Access Our Services Policy.
- 1.9. Where a tenancy within an adapted property has ended, we will work together with the local authority to allocate the property to someone who will fully benefit from those features. All our decisions relating to adaptations are taken by trained staff with a focus on our responsibility to make best possible use of our existing housing stock.
- 1.10. Sage Homes is unlikely to invest in the provision of adaptations where it is not reasonable or practicable, or the benefit for the customer is short term. We will assist customers in contacting the local authority to find alternative accommodation which matches their housing need.
- 1.11. We may also give permission for customers to install their own adaptations via our Home Improvements Policy.
- 1.12. We will prioritise adaptations based on the urgency given in the Occupational Therapist referral and keep customers updated throughout the process.

- 1.13. We will make sure that good quality advice and guidance on the adaptation works, including options and likely timescales, is made available.
- 1.14. Every customer who has adaptations work carried out in their property will be given the opportunity to comment on the quality of the work and the service received. We will make sure that this commitment applies to our contractors too.
- 1.15. In following this policy we will not unreasonably refuse an adaptation request but if a request has been refused then applicants have the right for the decision to be reviewed.
- 1.16. We will work in a reflective way to improve the service we offer using the information from our adapted homes and customer feedback.
- 1.17. This policy has been developed in line with the following:
  - RCOT: Adaptations Without Delay
  - Delivering Housing Adaptations for Disabled People: A Good Practice Guide (2006)
  - Value for Money Standard
  - Housing Grants Construction and Regeneration Act (1996)
  - Care Act (2014)
  - Home Standard
  - Housing Ombudsman Service learning from severe maladministration report, focusing on adaptations and landlords' response to mental and physical needs - January 2025.

## 2. Scope of this policy

- 2.1. This policy applies to all homes managed directly by Sage Homes or anyone acting on our behalf.
- 2.2. This policy applies to all Sage Homes' tenants and does not apply to shared owners and leaseholders; however, shared owners and leaseholders will need to obtain permission for any alterations they may need to make in the property.

## 3. Equality and diversity

- 3.1. Sage is committed to make sure all services are accessible to all our residents. Our staff will be trained to communicate appropriately with you, and they have the relevant information and access to translation services to make sure they fully understand our you.
- 3.2. This policy will be applied in a way which makes sure we treat all customers with fairness and respect. We recognise our duty to advance equality of opportunity and prevent discrimination or victimisation on the grounds of age, sex, sexual orientation, disability, race, religion or belief, gender re-assignment, pregnancy and maternity, marriage and civil partnership and any other protected characteristics defined within the [Equality Act 2010](#).
- 3.3. On request we will provide translations of all our documents, policies and procedures in various languages and formats including braille and large print. Our website also has accessibility tools allowing you to personalise each web page to make it easier to read and to download content as audio files.

## 4. Delivery of the policy

- 4.1. This policy should be read in conjunction with other policies which can be found on our website [here](#):
- Repairs Policy
  - Helping You Access Our Services Policy
  - Reasonable Adjustments and Vulnerable Needs Policy
  - Home Improvements Policy
  - Lettings and Allocations Policy
  - Emergency Accommodation, Permanent and Temporary Moves Policy
  - CCTV and Doorbell Camera Policy
- 4.2. The effective delivery of this policy including training, guidance and support required by staff for implementation of this policy will be provided by the Repairs and Voids Team.

## 5. Review of the policy

- 5.1. We will review this policy at least once every two years to make sure it remains relevant and accurate unless:
- Legislation/regulation or industry changes require otherwise, ensuring that it continues to meet our aims and any good practice developments
  - We identify any problems or failures in this policy as a result of customer and stakeholder feedback, complaints, or findings from any independent organisations.

Version	Checked by	Amendments	Approved at/by	Date of Approval	Published by	Date of Next Review
2.1	Head of Responsive Repairs and Voids and Nominations and Insight Manager	Strategic review and update to corporate template	Leadership Team	August 2023	Office Management	August 2025
2.2	Head of Responsive Repairs and Voids	Updates following Housing Ombudsman report on Landlord handling of disabilities and mental health	Customer & Assets Committee	February 2025	Policy & Service Improvement	August 2025