



Kennett Community Land Trust

Adaptation Policy

Kennett Community Land Trust is a Community Benefit Society registered with the FCA under number 7443, registered office 66 Station Road, Kennett, Newmarket CB8 7QF

1 Policy Statement

Kennett Community Land Trust (KCLT) is committed to meeting the needs of its tenants/leaseholders and offers a range of services to help all our tenants/leaseholders to maintain their independence by making alterations or adaptations to their homes where it is possible and viable to do so and where the tenants/leaseholders quality of life would be improved as a result of the adaptation.

This policy outlines KCLT approach to property adaptations for tenants with disabilities, long-term health conditions, or age-related needs. It ensures fair, transparent, and timely decision-making in line with the Equality Act 2010 and the Human Rights Act 1998.

The primary objective is to enable more vulnerable tenants/leaseholders to have access to and use of their home enabling them to live in a safe environment, preserving their independence and dignity.

2 Scope and Definitions

This policy applies to all tenants residing in properties owned or managed by KCLT who request adaptations to support independent living and wellbeing.

For the purpose of this policy an Adaptation is defined as:

‘A physical alteration to a property or property grounds to improve safety, independence and function of the disabled person within that environment.’

The principles of the policy are:

- **Accessibility:** Promote inclusive housing that enables independent living.
- **Fairness:** Ensure decisions are made equitably and without discrimination.
- **Legal Compliance:** Align with statutory duties under housing, equality, and health legislation.
- **Empathy:** Communicate decisions with sensitivity and respect.

3 Methods of assistance – Tenants

Tenants may be eligible for adaptations to their home if:

- They or a household member have a disability or health condition impacting daily living
- The adaptation is recommended by an Occupational Therapist (OT) or relevant professional
- The property is suitable for adaptation, and the request is reasonable

KCLT may offer assistance to tenants by either completing a minor adaptation to their existing home, by facilitating a move to accommodation that is already adapted or is more suitable for adaptation, or by giving permission for a major or minor adaptation to take place.

KCLT has a strong commitment to supporting tenants to remain in their homes, however, when granting permission for alterations we will not only consider tenants needs but also our overarching objective to ensure the best use of our stock.

KCLT will make maximum use of external sources of funding, including Disabled Facilities Grants and will work in partnership with the local authority and other agencies to implement this policy.

4 Minor Adaptations

KCLT aims to provide a wide variety of minor adaptations to help meet the needs of disabled tenants. Typically, these relatively low cost items are easy to install and have a large impact on the ability of tenants to carry out routine activities.

Minor adaptations may include, but are not limited to:

- Grab rails
- Repositioning electrical sockets
- Lever taps
- ½ steps
- Small portable ramps (usually wooden)
- Key Safes

Minor adaptations do not include equipment which should be sought via the community equipment team of the county authority. Equipment is something associated with the individual not the property e.g. a raised toilet seat, a changing table and can be taken with tenant

Tenants requiring minor adaptations to their homes funded by KCLT or another professional body must contact the Trust in writing with an OT or other suitable professional recommendation (i.e. an approved assessor) recommendation.

Minor adaptations which are requested and have the appropriate accompanying documentation as stated above will be fitted within 10 working days, subject to materials.

If the tenant requires a minor adaptation which they plan to self-fund they must first contact the trust to seek permission to carry out the work. An OT or professional body recommendation is not required in these circumstances. Permission will not be unreasonably refused.

Work will be carried out as soon as practicable, subject to budgetary provision. If the budgetary provision within any financial year has been exhausted, then permission will normally be given for Social Care Services to install the recommended minor adaptation.

5 Major Adaptations

Major adaptations are material changes or larger specialist equipment required to help meet an individual's personal needs including, but not limited to:

- Installation of Wetrooms/Level Access Shower (LAS)
- Door widening
- Ramps
- Stairlifts
- Step lifts
- Hoists
- Through floor lifts
- Provision of a downstairs toilet

Tenants requiring major adaptations to their homes must contact KCLT in writing with an occupational therapy recommendation.

Where permission is given, KCLT will work in partnership with the local authority and any relevant Home Improvement Agency to ensure that applications are assessed and Adaptation works completed to KCLT agreed standards in the shortest possible timescale.

There are occasions when proposed Adaptation works will be incompatible with other aspects of the property and the KCLT reserves the right to refuse permission for work to be carried out where the long-term viability of the property concerned may be affected or where the property is unsuitable for the adaptations required. KCLT will not unreasonably withhold such consent.

Consideration will be given to include planned improvement works if it is within the 5-year programme and complements the Disabled Facilities Grant (DFG) works.

Where consent is given, KCLT will aim to complete owners' certificates and issue letters of consent within the following time periods upon receiving the adaptation request and accompanying data

Adaptation Type	Time in calendar days
Standard adaptations e.g. wet rooms, LAS, stair-lifts, hoists, door widening, specialist toilets, some ramps	42
Complex adaptations or those requiring significant changes e.g. downstairs toilet, reconfigurations, step lift, door widening to load bearing walls, communal adaptations, some ramps	60

As part of the package to enable consent to be granted KCLT requires the following information to be sent with the request:

- a. Occupational therapist recommendation report;
- b. Confirmation that funding will be via DFG and/or customer contribution;
- c. Confirmation from the tenant that future liability for maintenance post guarantee period will be accepted by them for all lifting equipment, specialist bathing equipment and specialist toilets;
- d. Confirmation that what is on the OT design brief is what will be completed – KCLT will only grant permission for works it has been informed of by this report. If there are subsequent needs for alteration further permission must be sought prior to changes being effected;
- e. Confirmation of guarantees provided upon completion of the works.

KCLT will not accept responsibility for pumped waste or any damage caused by failure of a pumped system. KCLT strongly encourages the use of gravity waste systems but where this is impossible then negotiations with the tenant/contractor/3rd party Provider will take place to agree a suitable individual solution taking into consideration cost and future maintenance liability.

When lifting equipment, specialist bathing equipment and specialist toilets are fitted KCLT may offer a service contract at cost to the tenant, payable monthly/quarterly in advance, for servicing and maintenance after the expiry of the guarantee period. If the tenant requires this, they need to write and inform KCLT no less than 3 months before the expiry of the guarantee period

On completion of any major adaptation KCLT requires the following to be emailed by the 3rd party agent supporting the tenant with the works:

- a. Full technical specification used;
- b. Sign off sheet by qualified technical person;
- c. Copies of all certificates;
- d. Contractors' liability insurance of not less than £5m
- e. Guarantee periods and documentation.

6 Funding

KCLT commits an annual budget for minor adaptations to our properties, supporting customers and our partners.

Major adaptations will be paid for by the relevant local authority Disabled Facilities Grant (DFG) Budget.

Major Adaptations are subject to a means test by the Local Authority. KCLT will not pay for any shortfall in the grant available and the cost of works including specialist fees.

DFG's are currently subject to a £30k limit. KCLT will not pay for any shortfall in the grant available and the costs of the works including specialist fees where the adaptation is over the £30k limit.

KCLT will make maximum use of external sources of funding and work in partnership with the local authority and other agencies to implement this policy.

KCLT will not generally be responsible for the repairs and maintenance of major adaptations installed. These will be considered to be the property of the tenant and as such any 3rd party supporting the tenant to obtain such adaptations should explain to them the need to obtain insurance and service contracts to enable their repair and maintenance. It would be expected that (minimum) 5 year guarantees are obtained at the outset.

7 Grounds of refusal for major adaptations:

KCLT will not normally give permission for an adaptation where the property is under occupied and the adaptation involves more than equipment provision i.e. that which materially affects the structure/fixtures of the property.

KCLT will not give permission for an adaptation which is technically unsuitable for the property type.

KCLT will not give permission for an adaptation which will make a significant change to a property and that has a short useful life (i.e. it is anticipated that it will be needed for less than 5 years). KCLT may, in its discretion give permission for adaptations of this type if the tenant is terminally ill.

KCLT will not give permission for an adaptation which will make a significant change to a property and which in the reasonable opinion of KCLT could make it difficult to let in future.

8 When a major adaptation has been refused and void properties

If it is not viable or possible to undertake a necessary adaptation, KCLT will assist the tenant in understanding their options, ensuring that they are clear about what action they will need to take and whom they may be able to access support or assistance.

All adaptations carried out in our properties are recorded. KCLT will look at void properties or those which may be coming up void in the future and work with the tenant to identify if that property is suitable.

This information will be used to inform the future re-letting of adapted properties, ensuring wherever possible that a suitable new tenant who can fully benefit from those adaptations is found, before we consider removing the adaptations, even if this results in a longer than usual void period.

9 Methods of Assistance – Leaseholders/Shared Ownership

KCLT will seek to give permission for a minor or major adaptation to leasehold or shared ownership properties subject to the terms of the agreement in place with the leaseholder/shared owner, together with an assessment of the impact that any adaptation may have on the value of the property and future maintenance liabilities.

KCLT will not unreasonably withhold permission.

10 Equality, Diversity and Inclusion

KCLT is committed to promoting equality, diversity, and inclusion in all aspects of its work. We believe that embracing diversity strengthens our community, enhances our services, and reflects our core values of respect, fairness, and integrity.

We aim to create an environment where everyone feels valued, respected, and empowered—regardless of their background, identity, or circumstances.

We will apply this policy consistently and fairly and will not discriminate against anyone based on any protected characteristics, including those set out in the Equality Act 2010

11 Review and Monitoring

- All adaptation requests and outcomes will be logged and reviewed six monthly
- This policy will be reviewed every two years or following legislative changes

12 Related Policies and Documents

- Tenancy Agreement
- Repairs and Maintenance Policy
- Repair and Recharge Policy
- Equality, Diversity and Inclusion Policy
- Customer Feedback and Complaints Policy
- Privacy Policy

13 Policy Review Record

Version Number	Status	Revision Date	Summary of Changes
Version 01	Approved	September 2025	New Policy