



Aids & Adaptations Policy Summary 2026

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1 Introduction

1.1 This policy explains how Mid Devon Housing (MDH) can help tenants and household members who have a disability or long-term health condition to live safely and independently in their home.

1.2 We can do this by:

- Providing adaptations to your home.
- Working with health professionals.
- Helping you move to a more suitable property if that is the best solution.

2 Who can get help?

2.1 You may be eligible if:

- You are an MDH tenant, or
- You live permanently with an MDH tenant and have a disability or long-term health condition.

2.2 There is no age limit for receiving help.

2.3 MDH will consider:

- Your needs.
- Recommendations from health professionals.
- Whether adapting your current home is practical.
- Whether moving to a more suitable home would be a better option.

3 What are aids and adaptations?

3.1 Aids

Aids are portable items that help with everyday activities. They are not permanently fixed to your home.

Examples include:

- Raised toilet seats
- Toilet frames
- Bathing equipment
- Chair raisers
- Perching stools

These are usually provided through an Occupational Therapist (OT), not by MDH.

3.2 Minor adaptations

Minor adaptations are small changes to your home that improve accessibility.

Examples include:

- Grab rails
- Handrails
- Lever taps
- Specialist door handles
- Flashing doorbells
- Lowered light switches
- Raised plug sockets

Adaptations **under £250**

You can request these directly through:

- Your Neighbourhood Officer, or
- The Repairs Service

Adaptations costing **£250 to £1,000**

MDH will usually need a referral from a health professional before approving the work.

Major adaptations

Major adaptations are larger changes designed to help someone remain independent in their home.

Examples include:

- Level access showers
- Stairlifts
- Ramps
- Widened doorways
- Adapted kitchens or bathrooms
- Changes to heating or lighting controls
- Property extensions (in exceptional cases)

Major adaptations:

- Cost more than **£1,000**.
- Require an assessment by an Occupational Therapist.
- May take longer to arrange and complete.

4 How do I apply?

4.1 For minor adaptations

4.2 Contact:

- Your Neighbourhood Officer, or
- MDH Repairs Service.

4.3 For major adaptations

An Occupational Therapist (OT) will:

- Assess your needs.
- Recommend any adaptations required.
- Provide MDH with a Statement of Need.

4.4 MDH will then consider:

- The OT recommendation.
- Whether the adaptation is reasonable and practical.
- Whether moving to another property would be a better long-term solution.

5 How long will it take?

Minor adaptations

MDH aims to offer an appointment within **28 days**.

Major adaptations

Target times depend on priority:

Priority	Typical Timescale
High Priority (danger/risk)	Within 6 months
Medium Priority (health may deteriorate)	Within 12 months
Low Priority (difficulty managing)	Within 18 months, subject to funding

Timescales may vary depending on the complexity of the work.

6 What if moving home is a better option?

6.1 Sometimes adapting a property may not be the best solution.

6.2 MDH may discuss:

- Moving to a more suitable home.
- A property that already has the adaptations you need.
- Alternative adaptation options.

6.3 Any decision will be discussed with you and relevant professionals.

7 When might an adaptation not be approved?

7.1 MDH may decide not to approve major adaptations if:

- The property is too large or too small for your household.
- Suitable alternative accommodation is available.
- The adaptation would make the property difficult to let in the future.
- Possession action is being taken because of tenancy breaches.
- The adaptation is not considered practical or good value for money.

7.2 Each request will be considered individually.

8 Who pays?

8.1 MDH funds approved adaptations for eligible tenants.

8.2 Because budgets are limited:

- Requests are prioritised according to need.
- Those with the greatest need will be supported first.
- Large and costly projects may need additional approval.

9 Ramps & dropped kerbs

9.1 External ramps and vehicle hard standings:

- Are treated as major adaptations.
- Usually require an Occupational Therapist assessment.
- Must meet building regulations.

9.2 MDH cannot install dropped kerbs on public highways. Advice on these can be obtained through Devon County Council.

10 If you disagree with a decision

10.1 You can ask MDH to review a decision if you think:

- The policy has not been applied correctly.
- Important information has not been considered.

10.2 MDH will look at your case and explain its decision.

11 Need more information?

11.1 Contact Mid Devon Housing if:

- Your circumstances change.
- You think you may need an adaptation.
- You need help understanding the process.

11.2 MDH will work with you and relevant health professionals to find the most suitable solution to help you remain independent in your home.