



Habinteg
housing association
(Ulster) Ltd

HOUSING ADAPTATION POLICY

Habinteg Housing Association (Ulster) Limited is committed to providing its customers with an efficient adaptation service. The Association aims to assess and carry out requests for adaptation work in a professional and effective manner. The effective delivery of this service is essential to ensure that the tenant's accommodation continues to meet their needs and maintains the overall quality of **Habinteg's** housing developments.

Advice on adapting customers' properties can be sought from the tenants Housing Officer or through the Association's Adaptation Section based at Habinteg's Offices in Holywood and Londonderry.

All adaptation requests are treated with priority to address the tenant's needs. The Association will seek funding, through the Department for Social Development, to ensure that there is no cost implication to the tenant in providing the requested adaptation. In order to obtain best value from the use of public funds, and to minimise the timescale in providing the facility, the Association may seek to offer more suitable existing accommodation.

Housing Adaptations are categorised as either Minor or Major adaptations. Due to the varied nature of the work involved, customers will be advised on an individual basis of the likely timescales involved.

The customer information booklet "Adapting your Home" explains the process by which the Association will seek funding and carry out adaptations on the customers behalf.

Approved

HMC: 11.01.06
BOM: 01.02.06

ADAPT - POL

