EPIC Aids and Adaptations Policy – Easy Read Guide

What is an aid or adaptation?

An aid or adaptation is equipment or a change to your home that helps you live safely and independently. Examples include grab rails, ramps, stairlifts, or adapted bathrooms.

Who can use this policy?

This policy applies to people living in EPIC Housing owned homes. It does not apply to leaseholders, shared owners, or homes with a live Right to Buy or Right to Acquire application.

What EPIC aims to do

Help tenants live safely and independently, make homes more accessible where reasonable, treat requests fairly, use housing stock effectively, and meet legal responsibilities.

Minor adaptations

Simple changes usually costing less than £500, such as grab rails, banister rails, lever taps and key safes. Approved requests will normally be arranged through EPIC repairs services.

Major adaptations

Larger changes usually costing more than £500, such as wet rooms, level-access showers, ramps and stairlifts. EPIC will usually help tenants access support from the local authority and Disabled Facilities Grant processes.

When EPIC may refuse a request

Requests may be refused where the work is unsuitable for the property, the person is not recorded as living there, there is a legal notice on the property or a more suitable housing option is available.

Repairs and maintenance

EPIC maintains minor adaptations it provides. Some adaptations funded through grants may become the tenant responsibility after the warranty period.

Paying for your own adaptations

Tenants can ask permission to carry out and pay for alterations themselves under the Tenant Home Improvement Policy.

Equality and fairness

EPIC is committed to treating everyone fairly and providing services that meet individual needs.

Need support? Contact your Housing Officer or EPIC Housing to discuss your needs and available options.