

# Operational Procedure 37

## Conversion or Adaptation

Responsible Officer	Service Manager – Housing and Property						
Issue No.	<b>1</b>	Revision No.	<b>2</b>	Revision Date:	<b>27/1/2009</b>	Doc Ref:	<b>OP37 v1.1</b>

## Amendment and Authorisation Record

### Conversion or Adaptation

<b>Date</b>	<b>Author</b>	<b>Paragraph ref:</b>	<b>Nature of change</b>	<b>Authorised by</b>
27/1/2009	MH	N/a	Job title change for Responsible Officer and through document.	AJ
2/2/2009	MH	N/A	Update required following job title change from Senior Housing Officer – Asser Management to Senior Housing Officer – Housing Technical	CM

## **Operational Procedure**

### **Conversion or adaptation**

If you need a bigger house than we have in our housing stock, we will carry out a 'special case' assessment on your application.

You will only be awarded 'special case' status in exceptional circumstances. Your application will only be considered for 'special case' status if all of the following criteria apply:

- You are considered to be in acute housing need
- Your application has been assessed and awarded the full entitlement to points under the terms of the council's allocation policy
- There is a significant factor or factors or special circumstances in relation to your housing need, which is not reflected in the points assessment
- It is accepted that there is no reasonable prospect of your acute housing needs being met within an appropriate time scale
- You have considered alternative areas of choice and we have discussed this with you, but we have accepted that a change is not appropriate.

Please note that the above 'special case' criteria, differs slightly from the 'special case' criteria laid out in the Allocation Policy and only applies to applications for bigger houses due to overcrowding or major adaptations / extensions for community care needs.

If you are awarded special case status, we will carry out an assessment of your housing options.

These could include us:

- Converting two houses into one house
- Converting your loft
- Adding an extension
- Adapting the layout of your existing home
- Offering you a transfer to an alternative, more suitable property
- Building a new, suitable property: or
- You buying, building or renting a more suitable property

We will then make a recommendation for the most appropriate option, based on this assessment, and taking into account cost if there is more than one option.

Your application will then be added to an annual rolling programme of planned opportunity conversion works.

The work will generally be carried out in date order, however consideration will be given to the individual circumstances of all special case applicants, the solution recommended and the available annual budget.

## **Operational Procedure**

### **Community care adaptation / extension**

If you need major adaptations or an extension to meet community care / social need, we will carry out a 'special case' assessment on your application.

You will only be awarded 'special case' status in exceptional circumstances. Your application will only be considered for 'special case' status if all of the following criteria apply:

- You are considered to be in acute housing need
- Your application has been assessed and awarded the full entitlement to points under the terms of the council's allocation policy
- There is a significant factor or factors or special circumstances in relation to your housing need, which is not reflected in the points assessment
- It is accepted that there is no reasonable prospect of your acute housing needs being met within an appropriate time scale
- You have considered alternative areas of choice and we have discussed this with you, but we have accepted that a change is not appropriate.

Please note that the above 'special case' criteria, differs slightly from the 'special case' criteria laid out in the Allocation Policy and only applies to applications for bigger houses due to overcrowding or major adaptations / extensions for community care needs.

If you are awarded special case status, we will carry out an assessment of your housing options.

These could include us:

- Converting two houses into one house
- Converting your loft
- Adding an extension
- Adapting the layout of your existing home
- Offering you a transfer to an alternative, more suitable property
- Building a new, suitable property: or
- You buying, building or renting a more suitable property

We will then make a recommendation for the most appropriate option, based on this assessment, and taking into account cost.

Your application will then be added to an annual rolling programme of planned community care works.

The work will generally be carried out in date order, however consideration will be given to the individual circumstances of all special case applicants, the solution recommended and the available annual budget.

### **Operational Guidance for OP37**

The area Housing Officer should carry out a 'special case' assessment within four weeks of receiving a housing application for a household who needs more bedrooms than the council has available in its stock

If 'special case' status is not awarded, the area Housing Officer should advise the applicant of this decision and provide advice and information on the applicant's housing options

If 'special case' status is awarded, the area Housing and Technical Officer should jointly carry out an assessment of the housing options for each applicant

The area Technical Officer should provide approximate costs for each option

A joint recommendation should then be made to the Service Manager – Housing and Property.

If approved, the area Technical Officer should advise the Senior Housing Officer – Housing Technical, who should confirm the applicant's position on the rolling programme and provide an estimate of likely timescales for the works being carried out

The area Housing Officer should then advise the applicant in writing of the decision and likely timescales

The Asset Management section should provide updates, at least every six months, to the applicant on progress and timescales

If the recommendation is not approved, the area Housing Officer should confirm the decision and the reasons in writing to the applicant within two weeks

A report will be run quarterly on housing list applicants who require four or more bedrooms to ensure all applicants are assessed