

**Responses to Housing Assistance and Disabled Adaptations Policy
Consultation 11th August 2014 – 24th October 2014**

<p>EKH Housing 26.9.14</p>	<p>The section on tenants using other agents to supervise the works could be clearer. It wasn't clear that the agent fees can be covered by the grant (assuming they are). I see the need to protect vulnerable tenants from some dubious agents that might use unreasonable tactics to coerce tenants in to using them. I wonder if it is possible to say that the agent should be suitably qualified and experienced and that the council would encourage the use of the Home Improvement Agency (if you are allowed to say this)</p>
<p>Family Mosaic 17.9.14</p>	<p>Point 3.2.8 states 3 tenders to go with application – this has always been 2 builders (although we always tender to 3 builders so that we receive at least 2 back to submit). Having 3 tenders would cause delays at times and particularly with stairlifts/through floor lifts when we have only even tendered to 2 suppliers. I believe submitting 2 tenders with the application would be sufficient. In Appendix 3 – bullet point 4 concerning stairlifts and through floor lifts – states that a 5 year extended warranty/service contract should be included as good practice (which we currently do) however when you read page 27 items TDC will not fund bullet point 9 says “service contracts for lifts and other equipment”. This is contradictory?</p>
<p>Kent Representative, National Landlord Association 22.9.14</p>	<p>In relation to disabled access to property and making adaptations you should not ignore the PRS. It is all too often overlooked by local authorities. Additionally when the tenant moves on, they should not take out the adaptation changes but look to see if someone else can live there and even consult with neighbouring boroughs.</p>
<p>TDC Grants Officer 18.9.14</p>	<p>Item 3.2.2 We now currently also request a full set of recommendations from the OT at this stage also. Item 3.2.8 For tendering of specialised items like stair lifts we generally only require 2 quotes. Item 3.8.2 Have or are TDC intending to sign up to the Kent Protocol? Appendix 3 general guidance of works considered non-mandatory. 3-Specialised cookers for disabled users have often included for DFG. 9- Extended 5 year warranties for lifts are included in all cases. 16- In certain circumstances sliding doors are included under DFG 17- In certain circumstances hard standings are included under DFG 20 & 26 are the same.</p>
<p>Supporting People – 17.10.14</p>	<p>Really pleased to see Family Mosaic mentioned as the Home Improvement Agency in your policy. As the Commissioning Officer responsible for KCC Supporting People contracts for older people which includes HIAs, I applaud the promotion of this valuable service. Once again this year Public Health are utilising our HIA contract with Family Mosaic and providing additional funding for the Winter Warmth initiative. Therefore eligible older residents in Thanet, with a heart or lung health issue will be able to receive support to keep warm thus reducing winter deaths among the elderly population. Am wondering if it's worth including the following re DFG for ex service personnel – which is an extract (see page 39) from the Community Covenant Best Practice Guide – link as follows: http://www.britishlegion.org.uk/media/3390220/communitycovenant_bestpractice_guide.pdf</p>

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Survey Responses	<p>Re 3.4 Should the council set out criteria to safeguard disabled and vulnerable adults when choosing an agency – 3 Yes 0 No - 100%</p> <p>Re3.5.5 Should the council place a cap on the agency fees paid under the disabled facilities grant? - 1 Yes 33.3% 2 No 66.7%</p> <p>Re 4.0 Do you agree with the Council’s suggestion to introduce an Emergency Assistance Repayable Grant? - 3 Yes 100% 0 No</p> <p>Re 5.0 Do you agree with the Council’s suggestion to introduce an Empty Property Loan Scheme? – 3 Yes 100% 0 No</p> <p>Re 6.0 Do you agree with the Council’s suggestion to continue to work to ensure residents have as much access as possible to available funding? – 3 Yes 100% 0 No</p>
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