

Additional Home Assistance Scheme (AHAS) Policy

Policy Number: 6.6

Policy statement:

This policy outlines the process that Haig Housing Trust (“the trust”) uses to manage the AHAS Scheme. It is owned and agreed by the Chief Operating Officer, who is responsible for day-to-day operational compliance. It will be reviewed in line with the HHT’s policy schedule.

We are committed to ensuring that all AHAS requests are treated fairly and in line with the policy.

Principles: The principle of the AHAS scheme is to ensure beneficiaries applicable and accepted for the scheme are supported in maintaining their garden when budget allocation is available.

Contents

1. Introduction
2. Assistance Available
3. Qualifying Conditions
4. Application Process
5. Administration of the Scheme
6. Scheme Arrangements
7. Removal from the Scheme
8. Appendices

Version 1 DTD July 2025

Approved by:



William Lindsay Chief Operating Officer

Next Review – July 2026

1 Introduction

- 1.1 In certain circumstances the Trust may be able to help tenants who have limited mobility with garden maintenance. Such assistance cannot be open ended and is subject to the resources available; any help given is discretionary and is not therefore an entitlement.

2 Assistance Available

- 2.1 The Trust's help for qualifying tenants may include such activities as maintaining gardens, limited grass mowing and hedge trimming only, during the growing season. In some areas it may be difficult to locate a contractor to undertake such isolated tasks, but the Trust will endeavor to do so.
- 2.2 Decorations- The trusts help for qualifying tenants may include the decoration of one room every three years. This will not include filling major holes or plastering, removal or hanging of wallpaper/lining paper, removal of electrical sockets and will not include the removal of household items/carpets/flooring to facilitate safe and appropriate access to the operatives. Tenants must arrange for the room to be vacated and allow full access to the operatives for the duration of the work. Appropriate coverings will be installed by the operatives to mitigate damage to flooring and carpets.

3 Qualifying Conditions

- 3.1 Tenants must have a disability which physically prevents them from carrying out garden maintenance and have no able-bodied person living with them.
- 3.2 Priority will be given to tenants in receipt of a statutory benefit with support elements, incapacity benefit in addition to a state pension or pension credit
- 3.3 Help may be refused or rescinded if tenants have alternative support within a ten-mile radius of where they live, are in rent arrears or are in any other way are in breach of their tenancy agreement.
- 3.4 Applicants must show that they are financially unable to pay for a similar service and that they are not in receipt of a benefit that is designed to support the payment of such a service.

4 Application Process

- 4.1 Tenants should apply for assistance on the Application Form (**Appendix A**).
- 4.2 The Housing Manager will confirm and record, during their annual visit whether a tenant is in receipt of or may need additional home assistance

under this scheme and arrange for an application form to be submitted as necessary. Surveyors may also, during a property inspection, highlight to Housing Manager of a tenant that may require an assessment.

5 Administration of the Scheme

- 5.1 On receipt of a completed application form or a referral, the Housing Manager will be responsible for confirming the tenant's eligibility, (see qualifying condition above) and recommending their inclusion in the scheme.
- 5.2 The completed application form will be passed to the Estates Contract Manager (or PSM in their absence) to confirm if funds are available from the annual budget. The ECM will communicate back to the HM so the tenant can be informed of the decision.
- 5.3 In complex cases the advice of the Chief Operating Officer can be sought and a right of appeal for rejected applicants can be made to the Chief Operating Officer.
- 5.4 Details of the cost of administering the scheme will be retained for audit purposes by the Trust's Finance Department and detail of the original application, the decision and supporting paperwork will be held on the tenants file and/or the housing management system.
- 5.5 The Property Services Department through the Ground Maintenance Team will be responsible for delivering the assistance within the financial resources available.

6 Scheme Arrangements

- 6.1 Gardening Scheme - If a tenant is accepted onto the Scheme during the year, (subject to financial resources being available) the Grounds Maintenance Team will add the property to the appropriate Grounds Maintenance Contract. Attendance is made twice monthly during the summer however, the schedule of visits may be amended for financial reasons or based on volume of required works
- 6.2 Until a tenant is accepted onto the scheme, the tenant will have the responsibility to keep the garden in good order as per their tenancy agreement at their own cost. Any costs incurred to bring the garden back to standard and manageable within the scope of the AHAS scheme may be recharged to the tenant or the tenant can seek their own gardener to carry out this work.

7 Conclusion

- 7.1 It is the responsibility of the tenant to inform their Housing Manager or agent if their personal circumstances change that may affect their eligibility to the scheme or they no longer meet the criteria. The Housing Manager or agent may check a tenant's continued eligibility to the scheme during the annual visit or at any other visit. Grounds for removal from the scheme are as follows:

- Tenant's medical conditions or circumstances change such that they no longer meet the qualifying criteria.
- Trust resources are unable to support the cost of assistance
- The tenant no-longer qualifies to be a Haig beneficiary
- If new household members can undertake the gardening/decorating work.
- Any breach of the conditions of the tenancy

8 Appendices

A [*"The Additional Home Assistance Scheme" Application Form*](#)