

**Appendix 1: Housing Assistance and Disabled Facilities Grant Policy.**



**Housing Assistance and  
Disabled Facilities Grant Policy**

Housing Grants, Construction and Regeneration Act 1996

The Regulatory Reform (Housing Assistance)  
(England and Wales) Order 2002

**February 2022**

## **1. Introduction**

- 1.1 The Council aims to be as helpful to potential applicants for financial assistance as resources will allow. It is happy to give guidance and advice to older, disabled and vulnerable clients regardless of whether they are eligible for financial assistance. At times of heavy demand it will be obliged to prioritise the workload and it may have to operate waiting lists.
- 1.2 Provided they meet the defined criteria, all owner-occupiers and tenants, licensees or occupiers are eligible for a Disabled Facilities Grant (DFG). Private Sector landlords and Register Providers (RP) may also apply for a DFG on behalf of a disabled tenant but the tenant must also satisfy the relevant requirements under the same means testing arrangements.
- 1.3 The Council is duty bound to approve applications made under section 23(1) of the Housing Grants, Construction and Regeneration Act 1996 that satisfy the requirements of that Act, for example mandatory Disabled Facilities Grants (DFGs).
- 1.4 In 2002 the government brought in the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 which provide freedom and opportunities for the Local Authority to address housing issues. In 2008-9 the government extended the scope of the RRO to include use of the DFG money. This enables the authorities to use specific DFG funding for wider purposes. The Council has discretionary powers under “the Order” to provide assistance in any form for the purpose of improving living conditions. The assistance provided must allow for at least the same level of assistance as that offered by the existing Mandatory DFG.
- 1.5 This policy will remain in force until such time as it is reviewed and amended. It is intended that there will be a management review of this new policy no later than the end of the 2022/23 financial year so that demand, and any further funding changes in 2022/23, can be assessed and the policy amended accordingly to account for this.

## **2. Aims and priorities**

- 2.1 Improving the housing conditions across Eden district will support improvements in health and well-being as well as having a positive impact on the quality of local neighbourhoods, particularly for those residents who are vulnerable and cannot access their homes and gardens due to their disability.
- 2.2 Adapting homes to suit the needs of older, disabled or vulnerable clients will assist in keeping residents safely in their own homes, avoiding or delaying the need for a potential move into residential care facilities.
- 2.3 The health and well-being of disabled and vulnerable residents is often compromised due to their homes not meeting their specific needs, and this can impact upon their ability to live with dignity within their homes.

- 2.4 This policy sets out in greater detail our offer to disabled occupants and their families. It also details to local Councillors, local residents and our stakeholders how we will work to maintain and improve the provision of adapted property across the District.

### **3. Summary of Types of Assistance**

- 3.1 In brief, assistance will be provided for the following purposes, details of which are provided later in this document:

#### **Disabled Facility Grant - Mandatory**

- 3.2 Housing is a key determinant of health and poor housing is directly linked to poor health. This Disabled Facilities Grant policy details the financial assistance that Eden District Council aims to provide to support improvements to enable disabled occupants to remain in their own home through the use of the Better Care Fund allocation.

#### **Discretionary Housing Assistance Grants**

- 3.3 Eden District Council has adopted a Discretionary Disabled Facilities Grant Policy which sets out how it intends to use its discretion to develop schemes with regard to the needs of the District, the availability of funding, and the Council's priorities.
- 3.4 This Discretionary Disabled Facilities Grant Policy forms part of the Council's over-arching Housing Strategy.
- 3.5 The following forms of assistance are discretionary housing assistance grants:
- The Adapted Homes Grant – Discretionary Grant
  - Relocation Assistance – Discretionary Grant
  - Discretionary Disabled Facilities Grants
  - Handyperson – Discretionary Assistance Grant
- 3.6 The availability of Discretionary Housing Assistance Grants is at the discretion of Eden District Council and only remains available while funds permit. Funding may be withdrawn with immediate effect for grants yet to be approved.
- 3.7 The ability to provide Discretionary Grants will be reviewed quarterly with regard to financial capacity to award the discretionary element. Mandatory grants will take priority.
- 3.8 The provision of Discretionary Grants will be reported to the Portfolio holder.
- 3.9 The policy will be reviewed annually by officers resulting in a report to the Portfolio holder.

## **4. Disabled Facilities Grants**

- 4.1 The Council has a statutory obligation to administer mandatory Disabled Facilities Grants (DFGs) to provide aids and adaptations to enable disabled residents to live independently within their own homes.
- 4.2 The eligibility requirements, scope of works, and the general requirements governing mandatory DFGs are prescribed and the Council is unable to deviate from these requirements.
- 4.3 Both carers, who have formal joint custody arrangements, will be allowed to apply for Disabled Facilities Grants for adaptations for disabled children, confirmed by the Occupational Therapist referral.
- 4.4 The Council is required to administer Disabled Facilities Grants to all eligible applicants irrespective of their tenure, and the Council aims to work collaboratively with housing associations to help fund aids and adaptations within social housing wherever possible to ensure everyone has the same opportunities to have their home adapted.
- 4.5 In some cases the use of Disabled Facilities Grants is able to assist with reducing the length of stay in hospital and facilitating a quick return to home. This also reduces the demand for residential care placements.

### **Eligible Grant Works**

- 4.6 In accordance with the Regulations and Eden District Council's policy it has been determined that the following works can attract mandatory DFG funding.

Mandatory Funding includes:

- Work to aid entry and exit from a building e.g., installation of ramps
- Work to aid access into and around living areas e.g., installation of stair lifts
- Provision of accessible kitchen and bathroom facilities
- Improvement of access into and around the home
- Access to suitable sleeping facilities

Facilitating access by the disabled occupant:

- To and from the dwelling
- To a room used or usable as the principal family room
- To a room used for or usable for sleeping
- To a room where there is a lavatory
- To a room in which there is a bath or shower; and
- To a room with a wash hand basin

- 4.7 This is not an exhaustive list.
- 4.8 The maximum amount of grant allowed will be £30,000, or other such amount determined by the Secretary of State.

## **Eligibility Criteria**

- 4.9 The Council must satisfy itself that the works are necessary and appropriate by consulting with the Adult Social Care department following a referral from an Occupational Therapist, and will assess whether the proposed works are reasonable and practicable.
- 4.10 In order that the Council can make decisions about eligibility, about the help it can give, if the client is eligible for a grant and about the works which are most appropriate, Officers need to gather and consider a range of information.
- 4.11 In addition to the Occupational Therapist's recommendations Officers must also take into account the following:
- The client's financial circumstances;
  - The cost of the works;
  - The time it is likely to take to deliver the adaptation(s) proposed;
  - The extent of any family or other practical support;
  - The suitability of the client's home for adaptation (including the extent of any under-occupation or over-occupation);
  - The practicalities of adapting the client's home (taking into account both the site it sits on and its wider location);
  - The length of time for which the client is likely to be able to take advantage of the adaptation(s) (to be expeditiously concluded with applicants' needs in mind);
  - The likely need for future adaptations;
  - The availability of, and eligibility for, suitable alternative accommodation; and
  - The extent to which the adaptation(s) make appropriate use of the funding available to Eden District Council.

## **Additional Costs**

- 4.12 Eden District Council will only fund the recommended work and will not consider funding works that have already started or have already been completed.
- 4.13 Should the applicant wish to enhance the recommended adaptation over and above the referral recommendations then they should do so at their own expense. The funding of additional work should be discussed with the contractor directly.
- 4.14 Eden District Council will consider a minimum of two contractors to quote for the recommended adaptation unless in exceptional circumstances. Eden District Council will always choose the most cost-effective quote and should the applicant wish to approve a more expensive quotation this additional cost must be met by the applicant themselves.
- 4.15 A scheme of adaptations must, in general terms, be reasonable, considering costs, building regulations and planning permission and the practicability of

carrying out the works. Where a scheme involves substantial structural alterations or extensions, officers should consider re-housing the applicant as an alternative if more suitable accommodation is available.

4.16 The council's decision making will consider the following specific expectations and presumptions:

- Grant work should properly and fully meet the assessed needs of the client for the present and the immediate future. Grants which only partially meet those needs will only be considered in exceptional circumstances.
- Works funded by means of DFG will be the simplest and most cost-effective adaptations that will meet the clients assessed needs.
- Facilities will be provided on the ground floor unless the council judges that to be impractical or more costly.
- Wherever the council judges it to be a practicable and realistic option, the re-ordering and/or change of use of existing rooms will be the preferred solution and will take precedence over both the construction of extensions and the installation of equipment. This solution will also take precedence if it will result in a reduction in the requirement for, or cost of, equipment.
- There will be a presumption against approving a grant for adaptation of a new home if the client already occupies an adapted home. Each request will be assessed on a case-by-case basis, for example if the adaptations are no longer suitable or a recommendation has been made by an occupational therapist.
- There will be a presumption against the refitting of any adaptations which have previously been removed by, or at the request of the applicant.
- There will be a presumption against the adaptation of under-occupied homes, and of under-occupied social rented houses in particular, and
- There will be a presumption against the adaptation of overcrowded homes or homes which are likely to become overcrowded.
- Applications for grant aided work will not normally be considered where works have started but have not been completed or where work has been completed.

### **Financial Assessment**

4.17 All DFG applicants will be subject to a test of resources in accordance with the Housing Renewal Grants Regulations 1996 (as amended) to determine whether all or any assistance will be made available. Where the applicant is in receipt of a means-tested benefit or the adaptation is for a disabled child under 16 years of age or a young person in full-time education under 21 years of age (evidence of current child benefit award as confirmation), there will be no test of resources.

4.18 Should an applicant have previously received a DFG in one financial year then, along with consultation with the Occupational Therapist, their eligibility for a further grant will initially take into account any decline in their physical or

mental health followed by the application of the eligibility criteria described in section 4.9 to 4.11.

- 4.19 The maximum grant allocation per application is £30,000.
- 4.20 Where applicants are assessed as having to make a financial contribution following a test of resources, the amount of grant to be awarded for eligible works will be reduced by an amount equivalent to the assessed contribution. Should the financial contribution be higher than the cost of the eligible works the applicant would not qualify for the Disabled Facility Grant aided assistance but they would be eligible to apply for the Adapted Homes Grant (section 5).
- 4.21 The maximum amount of grant will include the cost of eligible works and professional fees, any VAT on eligible works, and eligible fees.
- 4.22 Applicants who are not eligible for Disabled Facilities Grant assistance may still use the HIA service, subject to a 15% (plus VAT) charge on the overall cost of the adaptation works, to progress the work to their property in line with our current procedures as detailed in the Disabled Facilities Grant application pack.
- 4.23 The Grant can only be paid on the provision of an acceptable invoice, demand or receipt of payment for the work. An invoice is not acceptable if it is for work or services provided by the applicant, where the works are carried out by the applicant or by a relative, only invoices for materials or services that are bought in will be acceptable.

#### **DFG placed as recoverable land charges**

- 4.24 A Local Land Charge will be placed on an owner occupier's property, where the mandatory grant recipient is an owner occupier, and where the DFG adaptation exceeds £5,000. The land charge will be limited to a maximum of £10,000 (this is a mandatory limit). The Charge will be incurred if the property is disposed of (whether by sale, assignment, transfer or otherwise) within 10 years (subject to the consideration of certain criteria by the council). See 4.27(b).
- 4.25 The DFG will be registered as a local Land Charge and will be enforced when the applicant has disposed (whether by sale, assignment, transfer or otherwise) of the premises in respect of which the grant was given. In this event the Council may require repayment of the land charge before it is removed from the local Land Charges Register.
- 4.26 The applicant is required, from the certified date, throughout the grant condition period of 10 years, to notify Eden District Council of their intention to sell or otherwise dispose of the property. The applicant will need to provide Eden District Council with any information reasonably requested by them in connection with such notification.

4.27 Eden District Council may demand the repayment by the recipient of such part of the grant that exceeds £5,000 (but may not demand an amount in excess of £10,000) if:

(a) the recipient disposes (whether by sale, assignment, transfer or otherwise) of the premises in respect of which the grant was given within 10 years of the certified date; and

(b) Eden District Council, having considered:

the extent to which the recipient of the grant would suffer financial hardship were they to be required to repay all or any of the grant;

whether the disposal of the premises is to enable the recipient of the grant to take up employment, or to change the location of employment;

whether the disposal is made for reasons connected with the physical or mental health or well-being of the recipient of the grant or of a disabled occupant of the premises; and

whether the disposal is made to enable the recipient of the grant to live with, or near, any person who is disabled or infirm and in need of care, which the recipient of the grant is intending to provide, or who is intending to provide care of which the recipient of the grant is in need by reason of disability or infirmity, is satisfied that it is reasonable in all the circumstances to require the repayment.

4.28 Any decision on repayment will be made in line with the Council's Constitution.

### **Priority Points System for allocation of DFG's**

4.29 In the event that resources become limited in the future or demand increases significantly, Eden District Council will allocate DFG funding based on a priority points system determined by the Occupational Therapist.

4.30 Where this occurs the applicant will be advised that they have been placed on a waiting list and will receive an update every 3 months as to the projected timescale for their application to be invited. Each applicant will be invited to make an application in date order. However, priority will be given to urgent applications as determined by Eden District Council and the Occupational Therapist.

### **Maintenance**

4.31 Applicants benefitting from a DFG must understand that Eden District Council only facilitate the grant process. The contract to supply and install the required equipment, in line with the recommendations made by the Occupational Therapist, is between the applicant and the chosen contractor.

4.32 Once the Disabled Facilities Grant has been signed off, as complete, it is the applicant's responsibility, moving forward, to service and maintain the equipment that has been supplied. Some suppliers provide free extended



warranties but many offer servicing packages that the applicant will have to enter into with them directly.

- 4.33 Home owners will be responsible for the ongoing servicing and maintenance of any equipment installed as part of a DFG.
- 4.34 Applicants who are private tenants will need to discuss, and agree, the future servicing and maintenance requirements of any specifically installed equipment with their landlord, before agreeing to commence with the DFG.
- 4.35 Housing Association tenants may find their landlords will take on the servicing and maintenance provision but as a result they may increase the applicants rent to cover the additional cost. Other housing associations may decide that it is the applicant's responsibility to service and maintain the equipment that has been specifically installed. Before the applicant agrees to go ahead with the DFG they need to discuss, and agree, the future servicing and maintenance requirements of any of the specifically installed equipment with the relevant housing association.
- 4.36 This is also relevant to the removal of any specifically installed equipment should the tenant no longer reside in the property.

## **5. Adapted Homes Grant – Discretionary Grant**

- 5.1 For some households the means testing requirement of the Disabled Facilities Grant means they are not eligible for assistance. This often means the works are not carried out or don't fully meet the persons' needs.
- 5.2 The Adapted Homes Grant, at Eden District Council's discretion, is intended to help Eden District Council residents to adapt their current home. The maximum grant available under this scheme is £10,000 (including any fees and VAT). If the total cost of work exceeds £10,000 (including any fees and VAT) the applicant will be subject to a test of resources.
- 5.3 The Eden District Council Adapted Homes Grant is similar to the eligibility criteria for the Disabled Facilities Grant scheme with some exceptions, which are intended to make this assistance easier to approve and more flexible.
- 5.4 The Eden District Council Adapted Homes Grant will only be available whilst funds permit as it is a discretionary grant. Funding may be withdrawn with immediate effect, however in such instances Mandatory DFG will continue to be available.

## **Who can apply for an Adapted Homes grant?**

5.5 Those persons eligible for a Disabled Facilities Grant, but have not qualified under the test of resources criteria, are eligible for an Adapted Homes Grant and also including any person who is, or is applying on behalf of someone who is:

- registered or registerable as disabled \*

\* registerable - the person is eligible under the definition of disabled as defined under section 6(1) of the Equality Act

5.6 A person over the age of 18 is eligible to apply for an Adapted Homes Grant under the same criteria as a Disabled Facilities Grant, this can be for themselves or on behalf of the disabled person if they:

- Own their own home as a freeholder or leaseholder (with at least 5 years left to run),
- Are a tenant or life tenant,
- Or have a license to occupy a park home on a licensed site and live within Eden District. Permission would need to be sought from the licensed park owner.

## **What other criteria is there?**

5.7 Only one application per financial year per person can be made for an Adapted Homes Grant however a mandatory DFG will continue to be available in all circumstances.

5.8 The person applying for the grant will normally need to confirm that the disabled person (this could be themselves or somebody that they are applying for) intends to live at the property subject to the Eden District Council Adapted Homes Grant for the next five years, as their main residence.

5.9 If the property is jointly owned, the applicant will need to get the written consent from any joint owners (who do not live at the property as their main residence), that they confirm the eligible works can be completed to the property.

5.10 If the applicant is a tenant, the applicant will need to obtain the written consent of the property owner agreeing that the eligible works can be completed to the property.

## **Test of Financial Resources**

5.11 Any grant eligible works paid under this grant will not be subject to a 'means test' of the financial resources of the disabled occupant. Therefore in such cases the disabled occupant will be entitled to receive a full grant to cover the cost of the eligible works up to £10,000 (including any fees and VAT).

5.12 Unless otherwise stated in this document all other aspects of the provision of Disabled Facilities Grant under the Housing Grants Construction and

Regeneration Act 1996 and associated regulations and guidance shall apply including the list of eligible works.

### **What works are eligible?**

- 5.13 In considering the eligible works Eden District Council consult a suitably qualified professional which includes an Occupational Therapist.
- 5.14 The cost of the eligible works shall be determined so as to provide 'best value' and maybe decided by an appropriate schedule of rates, a 'mini tender' process or in exceptional circumstances, a single quotation for the eligible works.
- 5.15 Minor Works up to £1,000 are referred by Adult Social Care, and undertaken by them. For works that exceed the £1,000 limit the Adapted Homes Grant will be used.
- 5.16 The eligible works shall be 'necessary and appropriate' to meet the needs of the disabled occupant and it must be 'reasonable and practicable' to carry out the relevant works having regard to the age and condition of the dwelling.
- 5.17 Regard shall be had to the associated guidance and good practice in determining these factors.
- 5.18 The maximum grant payable for eligible works is £10,000, including the cost of any associated 'preliminary and ancillary charges' associated with the eligible works.
- 5.19 The Adapted Homes Grant is subject to a land charge in line with DFG legislation. See 4.24 – 4.28. The Charge will be incurred if the property is disposed of (whether by sale, assignment, transfer or otherwise) within 10 years (subject to the consideration of certain criteria by Eden District Council). See 4.27(b)

### **6. Relocation Grant – Discretionary Grant**

- 6.1 The Eden District Council Relocation Grant can provide financial assistance to help disabled persons move to a more appropriate home.
- 6.2 An Eden District Council resident may also apply for assistance for expenses incurred in moving to a more appropriate home outside of Eden District Council.

### **Eligibility**

- 6.3 To qualify for this type of assistance the applicant must be:
  - a person who would otherwise qualify for a mandatory Disabled Facilities Grant, were it possible to carry out the works; and
  - whose contribution towards the cost of the works would, using the test of resources prescribed by the Government for determining mandatory Disabled Facilities Grants, be less than £5,000; and

- is an owner-occupier whose sole residence is within Eden District or a private/social tenant who resides within Eden District.

6.4 To qualify, the Council must be satisfied that either:

- (a) it is not practicable to carry out works that would be considered “necessary”, “appropriate” and “reasonable” under section 24 of the Housing Grants, Construction and Regeneration Act 1996, or
- (b) The ‘new’ property shall, in the opinion of the Eden District Council HIA, provide a long term, sustainable home for the person for whose benefit the works are required so that either an adaptation is not necessary or the new adaptation is significantly smaller than the original DFG request. The total cost incurred in the eligible relocation expenses at the ‘new’ property should not be greater than the cost of adapting the applicant’s current home.
- (c) The recommended works cannot be carried out as permission has not been given by a third party, including but not exclusively landlords and mortgage lenders.

6.5 Eden District Council will not provide this type of assistance retrospectively and will only consider an application for this type of assistance where Eden District Council has notified the applicant in writing that one of the three criteria listed above apply.

6.6 In exceptional circumstances, the Council will consider providing assistance to enable a private tenant to move to more suitable accommodation.

### **Eligible Costs**

6.7 Eden District Council will pay any of the following reasonable costs subject to satisfactory evidence that the expenditure has been incurred:

- (a) Stamp duty;
- (b) Mortgage arrangement fees;
- (c) Estate agents’ fees;
- (d) Furniture removal costs;
- (e) Utility connection costs;
- (f) Conveyancing costs and/or;
- (g) Any other costs that are deemed by Eden District Council to be essential to effect the move;

6.8 This is subject to a maximum total level of assistance of £15,000 per household.

### **Application**

6.9 An application shall be made in a format prescribed by Eden District Council.

## **Conditions**

- 6.10 A person who receives relocation assistance shall not be entitled to claim similar assistance for a period of 10 years. However, the provision of this type of assistance does not remove the right of any person to apply for a mandatory Disabled Facilities Grant at any time.

## **Payment**

- 6.11 A single payment will be made to the applicant upon completion of the move and upon receipt of satisfactory copies of any receipts, demands or other evidence of payment.

## **7. Discretionary Disabled Facilities Grants**

- 7.1 The Council will consider applications for discretionary Disabled Facilities Grants in exceptional cases. This is at the discretion of Eden District Council and subject to availability of funding.
- 7.2 These grants will be subject to the client having a contribution of less than £5,000 from the mandatory DFG prescribed test of resources and will be subject to a maximum limit of £10,000 each financial year.
- 7.3 Assistance is limited to properties within Eden District and applications will be considered for help to pay towards a mandatory DFG which has exceeded the £30,000 limit.
- 7.4 Where applicants have a contribution to make according to the outcome of the prescribed test of resources, they may provide written evidence to the Council, from an Independent Financial Advisor of their inability to raise sufficient funds to cover their own contribution. In these circumstances Eden District Council will consider approving discretionary grant aid if that is the only option for enabling the agreed works to proceed. Eden District Council may seek further advice before determining the application.
- 7.5 The full Discretionary Disabled Facilities Grant will be registered as a land charge if the works include alterations to the property on owner occupied properties. The Charge will be incurred if the property is disposed of (whether by sale, assignment, transfer or otherwise) within 10 years (subject to the consideration of certain criteria by Eden District Council).

## **8. Additional discretionary grants**

These are not available at the present time but Eden District Council may consider implementing them in the future. These would include:

- Handyperson Service
- Minor repairs and adaptations
- Decluttering
- Health and Safety checks
- Home from Hospital

This list is not exhaustive.

- 8.1 As noted these services are not currently available. Discussions are ongoing and will be reviewed through the Local Government Reorganisation process.

## **9. Paying for Staff**

- 9.1 Some local authorities have engaged in-house Occupational Therapists where extended waiting lists occur and covered the costs using the Better Care Fund (BCF) funding. Eden District Council may use BCF to engage an Occupational Therapist or other similar support posts in order to help meet the directives of the BCF funding. This will be referred and approved by the appropriate Head of Service.

## **10. Administration**

### **How to Apply for Assistance**

- 10.1 Assistance will be provided through Eden District Councils' Home Improvement Agency (HIA). Enquiries can be made in person at the Town Hall, by telephone (01768 817817), in writing (Housing Services Team, Town Hall, Corney Square, Penrith, Cumbria, CA11 7QF, by e-mail, [better.homes@eden.gov.uk](mailto:better.homes@eden.gov.uk) or via the Council's Website ([Housing support and grants \(eden.gov.uk\)](https://eden.gov.uk))).
- 10.2 A preliminary enquiry system will allow enquiries to be routed quickly to the most appropriate form of assistance. Enquirers will be advised wherever delays are likely, including the likely length and the reason for a delay.
- 10.3 The preliminary enquiry system will help to ensure that higher risk cases are dealt with first if delays are likely. For low priority cases a waiting list will be kept.

### **Grant Conditions**

- 10.4 All works for which discretionary grants and assistance are awarded must be completed within 6 months, or such longer period of time that has been agreed in writing by the Council. No retrospective applications will be considered.
- 10.5 All works must be completed in accordance with a specification of works agreed by the council. The agreed works must be carried out to a satisfactory standard of workmanship.
- 10.6 The payment of any form of financial assistance will be subject to bona fide invoices being provided by the approved contractor or in exceptional circumstances, with the approval of the Technical officer, an alternative contractor. For example if the original contractor is unable to carry out the works.
- 10.7 Eden District Council may give a qualified financial assistance approval in certain circumstances. For example, approval may be given for a scheme of works with payment not being guaranteed until the following financial year.

This will allow some payments to be made for preliminary or ancillary fees. For example fees for drawings and legal costs.

- 10.8 The HIA agency fee at date of publication was 15% plus VAT, however this is reviewed annually.

## **11. Policy Implementation**

- 11.1 This policy shall come into effect following the approval of Full Council at its meeting on 24 March 2022. The policy shall remain in force until Eden District Council approves any amendments or a successor policy is approved.
- 11.2 We have consulted with colleagues from both Barrow-In-Furness Borough Council and South Lakeland District Council, with a view to align our DFG Policies as we progress through Local Government Reorganisation to become Westmorland and Furness Council.
- 11.2 It is intended that the policy will be reviewed annually and any proposed changes will be evaluated and implemented as soon as practically possible, if adopted.
- 11.3 Circumstances that might necessitate an earlier review might include changes in the available financial resources or changes to the Councils' wider corporate strategies.
- 11.4 Any correspondence appealing a decision, made by the HIA, should be forwarded as soon as possible to the Assistant Director Legal and Democratic Services at [dcls@eden.gov.uk](mailto:dcls@eden.gov.uk). This will ensure complaints are properly acknowledged and investigated, and the complainant advised of the process and timescales for responding.