London Accessible Housing Register

A good practice guide for social housing landlords

MAYOR OF LONDON

london AHR

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Foreword

I am delighted to introduce this practical guide to help social landlords to implement the London Accessible Housing Register (LAHR).

Disabled Londoners face particular problems in relation to housing, often being excluded from or unable to fully participate in decisions about their housing. Though Choice Based Lettings schemes offer more choice for homeseekers, unless accessible properties are included, those choices just aren't there for disabled people. I want to see a better deal for disabled people where they have more informed choice about their housing.

We are also not making the most of the valuable accessible housing that we have. Too many homes are being let to people who don't need accessibility features or adaptations and many disabled people are not being allocated an accessible home.

That's why the Mayor recognises the great potential of the London Accessible Housing Register to help provide more informed choice for disabled Londoners and to make more effective use of accessible housing. Rolling out the LAHR Londonwide is a key policy in the *London Housing Strategy* along with other policies concerning the design and accessibility of new housing.

I would urge social landlords to implement the London Accessible Housing Register and am sure that this guide will prove a useful tool for doing so.

Richard Blakeway
Mayoral Advisor on Housing

About this guide

This guide has been developed to provide:

- information about what the London Accessible Housing Register is
- the benefits to social landlords of adopting it
- practical information on what is involved in implementing it.

The London Accessible Housing Register

'Delivering inclusive Choice Based Lettings services to disabled people in London by providing consistent information on the accessibility of homes.'

Introduction and background

There is a severe shortage of accessible housing in the capital to meet the needs of disabled Londoners. In addition, many social landlords do not hold accurate information about their accessible homes and many accessible and adapted properties are let to people who do not need them. In 2006/07, almost 70 per cent of London's housing association lettings to wheelchair accessible homes were to households with no wheelchair user. Over the same period, only around four in ten lettings to wheelchair users were to wheelchair accessible homes[1].

Accessible housing is often not advertised through choice based lettings (CBL) schemes, so limiting the housing choices available to disabled people.

The London Accessible Housing Register (LAHR) has been developed to address these issues – to make better use of accessible social housing stock, to enhance choice for disabled people and to help inform considerations around future demand for accessible housing. It aims to deliver high quality information on the accessibility of properties advertised through CBL schemes.

The concept of an AHR has strong support at both national and regional government level. The Mayor's *London Housing Strategy* includes the policy that disabled people should be able to participate in CBL schemes on an equal basis to other social housing applicants and encourages social landlords to implement the LAHR. In addition, the Government strategy *Lifetime Homes, Lifetime Neighbourhoods* promotes the concept of AHRs and the wider adoption of the London and other good practice models.

[1]Greater London Authority (2008). Analysis of CORE 2006/7.

The development of the London Accessible Housing Register

The LAHR originated in 2004 when the Greater London Authority (GLA) carried out a feasibility study into setting up an accessible housing register. The study concluded that the development of an AHR should be integrated into CBL schemes. Consultants carried out further work in 2006, on behalf of the GLA, to develop a model for the LAHR and a toolkit for assessing and categorising properties.

The London Borough of Tower Hamlets and the Royal Borough of Kensington and Chelsea both piloted the toolkit, which includes a framework for categorising accessible homes. Both of these boroughs are now operating the LAHR on an ongoing basis.

The LAHR is now being rolled out across London with a project co-ordinator supporting social landlords to introduce the initiative locally.

What is the London Accessible Housing Register?

The LAHR has been developed to be an additional but integral component of CBL schemes. It is not a stand-alone register of accessible housing and people who require it, but a framework for collecting information on property access details and using this to assign a category to the property. The property categories have been developed and piloted for the LAHR and are based on national design guidance. The property categories can be found on page 18 of this document.

These property categories can then be used in all CBL scheme adverts to inform homeseekers about the accessibility features of a property.

The diagram on page 11 sets out the process social landlords need to undertake to initiate the LAHR. The main elements are around assessment of properties and data collection, IT requirements and prioritisation of applicants for accessible housing.

Why adopt the London Accessible Housing Register?

There are a number of benefits for social landlords in adopting the LAHR. These include:

- providing more inclusive services and equal opportunities - this can help improve customer satisfaction
- freeing up staff time to support disabled housing applicants to make informed choices about their housing
- ensuring that accessible and adapted properties are made available to those who need them

- meeting disability equality duties
- meeting disabled people's housing needs more appropriately and potentially saving on social care and support costs
- facilitating compatibility with the National Register of Social Housing (NROSH).

Implementing the Accessible Housing Register

The first step to implementing the LAHR is making a commitment to providing an inclusive CBL service to disabled residents. To deliver improved information on property accessibility and ensure that those who need accessible and adapted homes are given priority for them, a cross-departmental approach to collecting, storing and using access information is recommended.

To successfully deliver the LAHR, you will need to engage the following people and departments within your organisation:

1. Lettings manager
2. Housing allocations
3. Health and disability assessors for housing/housing occupational therapy
4. IT/database managers
5. Strategic and area housing managers
6. Adaptations team/surveyor
7. Void inspection officers

We would strongly advise that you consult and work with local organisations that represent disabled people. This ensures that the needs and views of disabled people are at the forefront of the work carried out for their benefit.

The following sections are designed to help you to implement the LAHR by giving guidance on how to assess properties and review allocations procedures.

The areas to consider when initiating an LAHR project:

Property data collection

One of the first elements of an LAHR project is to decide on a method of measuring the accessibility of your properties. There are two main approaches. The method you choose will depend on the number and profile of your housing stock as well as the method you currently use to advertise void properties.

1. Stock survey

One method is to carry out a survey of your whole stock. This enables you to establish the profile of the stock with regards to accessibility while ensuring that this information is available within a specific period of time. This approach will be beneficial if you do not generally visit properties in advance of them being advertised or you wish to limit your void turnaround times. Effective methods can be used to ensure that this approach is as efficient as possible.

Advantages

- Knowledge of overall accessibility of stock.
- Quality and consistency of data can be monitored.
- Less people to train in data collection method.
- Information is available at the earliest point.
- Void turnaround time not affected.
- Enables evaluation of results for planning of new build housing and adaptations services.
- Improvement needs to communal areas can be noted.
- Properties can be consistently advertised with LAHR categories displayed.
- Only a small number of properties in a block will need to be viewed as most flats within blocks are built to the same design standards thereby meaning that the information for one flat could be replicated for each property that has the same number of bedrooms and layout.

Disadvantages

- Cost of employing a dedicated team.
- Long-term needs for property assessment will also need to be considered.
- Potential for adaptations to be omitted when not all properties are seen internally (replicated).

2. Void inspections

Another approach is to assess properties as they become void. With this approach, staff visit a property when it is, or is due to become, vacant. Properties are assessed individually.

Advantages

- Property assessments integrated into long-term methodology.
- All properties categorised are seen internally.

Disadvantages

- More staff may need to be trained (also new starters).
- Training needs increase further if there is a high staff turnover.
- Properties need to be visited quickly so that information can be added to the property advert without affecting void turnaround times.
- The ability to replicate information from one property type in a block to all other flats with the same profile will not be maximised.

Data collection tools

Whether properties are being surveyed individually when void or as part of a whole stock survey, the method of assessment is the same and can be carried out by surveyors, housing occupational therapists, void inspection surveyors or any other staff who have received training. Using a data collection tool during assessments will make assessments easier, reduce the amount of training that staff need and calculate a category automatically based on the information collected.

A data collection tool is an electronic method of collecting property information while on site. The information collected is then used to calculate the LAHR property category and transferred into a format that can be uploaded to a database. One example of a data collection tool is a digital pen that is used to complete a paper checklist. The digital pen translates the information that is written on the form and creates a spreadsheet of information including the LAHR property category.

A set of criteria has been developed and piloted extensively in two London boroughs, to calculate which accessible housing category each property achieves. This takes into consideration all of the essential information such as access to the front door, ramp gradients, width of doors and corridors and circulation space. This criteria, referred to as the business rules, can be seen in Appendix 2. While these criteria can be applied manually, it is most efficient to use a data collection tool that automatically works this out, thereby reducing the element of human error. It also facilitates the collection of large volumes of data and provides the information in a format that can be uploaded to housing databases or stored by each organisation.

Practical tips

Whichever approach you choose to undertake, an up-to-date and accurate list of the properties to be assessed will need to be made available. This should include all properties that will be advertised through CBL, including sheltered housing. You are advised to create a spreadsheet of all the properties to be assessed. Details to include on the spreadsheet are:

- property reference number
- address
- number of bedrooms
- floor level
- property type
- number of lifts
- details of major adaptations (if known) on housing database.

Properties that are above or below the ground floor level with no lift can be assigned an F – General needs category with no further input. These properties do not need to be visited internally. For many landlords, this will be a significant number (over two thirds) of properties thereby making the task of assessing the remainder much more manageable.

If properties are located in compact geographical areas, it may be effective to visit the areas and view the properties from the outside. This would enable assessors to identify any other properties which are an F – General needs category. This would include ground floor properties with more than four steps to access the property front door and no alternative accessible entrance.

The remainder of properties can then be marked as requiring an internal survey.

Storing property information

It is likely that you will currently hold property data in some format, usually a database. In these cases, LAHR data could be added to this information through the addition of specific data fields.

We recommend that you consider which information, of that collected, you wish to keep and use for marketing the property, for example number of steps to the property, and other data you would benefit from accessing in the future. These fields could then be created on the existing database. We would encourage you to discuss your existing IT systems with the data collection tool provider so that the transfer of information, from collection to the database, can be established.

Displaying property information

Most vacant properties available for social rent are advertised via CBL schemes. In London, the main forums for this are ChoiceHomes UK, Home Connections and Locata. Housing applicants are able to view property details through these sites and place bids for the properties that they are interested in.

Each of the above CBL schemes has LAHR compatible data fields. Therefore, all properties can be advertised with data relating to their accessibility.

Maintaining property information

Collection of property information must be supported by ongoing maintenance through the amendment of records when properties are adapted or new properties are completed. Details of adaptations will need to be added to records and the property category re-calculated to ensure that the records remain accurate and that newly adapted properties are re-let to those housing applicants who need them.

You should collect details of adaptations from adaptations services and departments that carry out repairs and renewal works, particularly where works have been carried out to communal areas. Social services occupational therapy teams and the local Home Improvement Agency may also provide useful details on adaptations completed.

When new build properties are completed it may be possible to assign each property with a category based on the design guidance it was built to. The developer should be able to advise on which units are wheelchair accessible and whether the general needs units have been built to Lifetime Homes standard. If this information is available it may be possible to update housing records without measuring the dimensions of the property.

Accessible Housing Register categories

The work commissioned by the GLA and carried out in 2006 by Home Connections found that many London boroughs and housing associations already have systems in place to categorise their accessible housing stock. The LAHR categories are designed to provide a standardised methodology for London to facilitate the ease and consistency by which accessible housing information is collected.

The framework for the LAHR is a categorisation system to enable all properties to be assessed using the same criteria. The categories are based on national design standards and enable properties to be evaluated objectively and with consistency between assessors. Each category reflects a different design standard and therefore the space and accessibility of each.

Properties will achieve a given category by meeting certain essential criteria. For example:

- gradient of ramps
- number of external and internal steps
- door widths (communal front door, property front door and internal doors)
- corridor widths
- number of toilets
- access to a lift and number of lifts
- circulation space.

The accessible housing categories are:

A. Wheelchair accessible throughout

Meets the design standards from the *Wheelchair Housing Design Guide* – by Stephen Thorpe and Habinteg, (2nd Edition 2006) which superseded the Housing Corporation wheelchair design standards.

These properties have been designed to meet the latest wheelchair accessible housing design standards, offering extra space and full access to all rooms and facilities. This standard provides more space than previous wheelchair housing design guidance and also ensures that all rooms are accessible. In view of the high density of new build housing stock in London, the parking features have been excluded from this category. This will enable wheelchair accessible homes built above ground floor level to be categorised as such.

B. Wheelchair accessible essential rooms

Complies with the Wheelchair Housing Design Guidance within the *Housing Corporation Scheme Development Standards*.

Properties designed or adapted to provide access for wheelchair users to essential facilities of the property (that is, a bedroom, bathroom, toilet, living room and kitchen). Other rooms in the house such as additional bedrooms or bathrooms may not be wheelchair accessible.

C. Lifetime Homes

Meets the **space** standards of *Lifetime Homes* developed by the Joseph Rowntree Foundation.

Designed to meet the space standards of *Lifetime Homes*. Main features include a level approach/ entrance and wider doorways. This category will capture all new general needs housing built to *Lifetime Homes* standards. Properties achieving this category will not necessarily meet all *Lifetime Homes* design guidance as the LAHR framework does not assess features other than space and access.

Properties may have an internal flight of stairs. If so, these will be wide enough to accommodate future provision of a stair lift subject to technical feasibility.

D. Easy access

Compatible with the design standards in *Mobility Standard Housing* (1974) produced by the DoE and *Housing Corporation Scheme Development Standards* (pre-1999) and Part M of *Building Regulations* (2000).

The main features of these properties include a level approach to the entrance, wider doorways and more space than in general needs housing. These properties may also have an internal flight of stairs and if so, there is enough space to accommodate future provision of a stair lift subject to technical feasibility.

E. Step-free

No published access design guidance.

These are properties that are considered general needs housing but have a level approach/ entrance into the property. The main access feature is level access to the property and throughout. Properties in this category that have an internal flight of stairs will be likely to accommodate future provision of a stair lift subject to technical feasibility.

E+. Minimal steps

No published access design guidance.

Properties that do not meet any accessible housing design guidance and have a limited number of steps to enter the property. Properties in this category will have no more than four steps to access the front door and are likely to be ground floor properties or properties in a block with a lift and a small number of communal or property front door steps.

F. General needs

General needs housing does not meet any of the above criteria.

Properties in this category will have more than four steps or a ramp access that is steeper than 1:10 to access the property front door. These properties should be marketed with the number of steps to access the property as this will provide an additional factor for helping people choosing what to bid for.

Additional information

The Accessible Housing Register captures the essential information which determines the category awarded to a property. Additional information is also collected. This includes:

- details of major adaptations such as level access showers and stair lifts
- parking
- private garden or balcony
- proximity to local shops
- proximity to public transport.

Assessment of people

The LAHR has been developed in line with the social model of disability. This model recognises that disability is caused by barriers in the built environment and society's attitude to disabled people, rather than a disability being solely as a result of a medical condition or impairment. The model emphasises that the design of the environment can profoundly affect the independence and well-being of its residents. It is therefore critical that homes that are accessible are made available to those that need them most, and that the housing process is available and accessible to all.

The profile of a borough or housing association's stock will determine the allocations policy and procedure that needs to be adopted. It is likely that you will have a higher demand for accessible homes than there are properties available. Therefore it is important to ensure that those in highest need are given sufficient priority for suitable homes.

The accessible housing category will serve as a guide to housing applicants to enable them to identify the types of properties that they could consider placing a bid for via CBL. You will need to advise disabled housing applicants and give them preference to bid for the type of property that is likely to meet their needs.

Applicants should be awarded a preference to bid for a particular property type. There is potential to award an applicant an LAHR category even when no priority points or high banding are awarded. The priority banding or points reflect their housing need. For example, if a wheelchair user wishes to move to a different area and is currently in a wheelchair accessible property, they may be given a property category recommendation but they will not be awarded high points or banding as they are currently in suitable accommodation.

If a person can manage a stair lift and there are internal stairs within a property, they should be advised that adaptations are subject to technical feasibility, social services eligibility criteria and waiting times.

Examples of indicators for assessment are:

Wheelchair accessible accommodation (for example A – Wheelchair accessible throughout and B – Wheelchair accessible essential rooms).

Applicant requires wheelchair accessible accommodation. Full access throughout the property may be required if the applicant lives alone or has care responsibilities for others.

Applicant requires more generous space standards for wheelchair

manoeuvring due to larger than standard wheelchair width and/or length. As a guide any the following groups of wheelchair users could be considered for this category:

- self-propelling wheelchair user
- attendant propelled wheelchair user
- tilt and recline style wheelchair
- electric powered wheelchair

Please note, modifications to a wheelchair such as extended footplates, armrest modifications and rear wheel camber (angle) and position may all increase the overall "footprint" or turning arc of a wheelchair.

Requires extra manoeuvrability space to accommodate other aids and adaptations.

Large level access homes (for example C – Lifetime Homes and D – Easy access)

Applicant requires step-free accommodation with generous corridor widths. They may use a mobility aid and/or a wheelchair outdoors.

May be able to access another level of the property with a stair lift.

Narrow level access properties (for example E – Step-free)

Applicant is able to mobilise but requires step-free accommodation.

May be able to access another level of the property with a stair lift.

Minimal steps (for example E+ Minimal steps)

Applicant is able to manage only a limited number of steps (up to four).

Prioritisation of homeseekers

Due to the likelihood that there will be low numbers of accessible properties, it is recommended that you carefully consider the allocation of these homes to ensure that disabled people are given sufficient priority. As such, properties that are awarded a category between A-Wheelchair accessible throughout and D-Easy access should be considered accessible and suitable for disabled housing applicants. E-Level access and E+-Minimal steps properties may also be suitable for some disabled housing applicants.

Applicants who require or have a preference for ground floor or level access accommodation will need to identify these from property adverts and place a bid if suitable.

We acknowledge that you have to meet targets to allocate properties to given priority groups, such as homeless people or overcrowded households. However, the shortage of accessible accommodation is such that you may wish to consider initially making accessible accommodation available solely to those with disabilities.

The information given in the form of an LAHR category will serve as a guide for housing applicants with disabilities. It will enable them to identify properties that may meet their needs. They will still need to view the property before accepting a tenancy. To provide adequate support to disabled residents, it is best practice to offer the advice of an occupational therapist at the viewing stage.

Other applications

Not only is it a consistent way of assessing and advertising accessible accommodation, the AHR also has the following benefits. It:

- enables you to evaluate the accessibility of your properties
- provides evidence of need for increased number of accessible properties and should therefore support and influence planning policies
- enables areas that would benefit from adaptations, particularly to communal areas, to be highlighted and built into repairs and renewals programmes
- allows you to offer support to disabled housing applicants to identify and move to accessible homes.

Further information and support

For additional information and practical support on how to implement the London Accessible Housing Register, please contact:

Claire Wise
London Accessible Housing Register Coordinator

The Royal Borough of Kensington and Chelsea
Room 247, The Town Hall
Hornton Street, London W8 7NX

Email: **claire.wise@rbkc.gov.uk**
Direct line: **020 7361 3157**

Appendix 1: Comparison table of Accessible Housing Register categories

The following table displays the design features used to determine the London Accessible Housing category of a property. Each property will need to comply with every design feature or space standard listed for a LAHR category to be awarded that given category.

LAHR Categories	A Wheelchair Accessible Throughout	B Wheelchair Accessible Essential Rooms	C Lifetime Homes	D Easy Access	E Step-free	E+ Minimal Steps
Path/ramps gradients	If ramp section is less than 5m then max gradient is 1:15. Ramp sections longer than 5m need to be no steeper than 1:20. Must have suitable ramp platforms.	If ramp section is less than 5m then max gradient is 1:12. Ramp sections longer than 5m need to be no steeper than 1:15. Must have suitable ramp platforms.	If ramp section is less than 5m then max gradient is 1:12. Ramp sections longer than 5m need to be no steeper than 1:15. Must have suitable ramp platforms.	If ramp section is less than 5m then max gradient is 1:12. Ramp sections longer than 5m need to be no steeper than 1:15. Must have suitable ramp platforms.	Max 1:10	Max 1:10
No of communal lifts	Minimum two lifts if property is not on ground floor.	Minimum of one lift if property is not on ground floor.	Minimum of one lift if property is not on ground floor.	Minimum of one lift if property is not on ground floor.	Minimum of one lift if property is not on ground floor.	Minimum of one lift if property is not on ground floor.
Communal entrance clear opening width	800mm	750mm	750mm	750mm	-	-
Steps to the property door	0	0	0	0	0	Up to four steps.

LAHR Categories	A Wheelchair Accessible Throughout	B Wheelchair Accessible Essential Rooms	C Lifetime Homes	D Easy Access	E Step-free	E+ Minimal Steps
Internal steps (not stairs)	0	0	0	0	0	0
Height of threshold	Max 15mm	Max 15mm	Max 15mm	Max 15mm	Max 100mm	Thresholds more than 100mm are considered a step.
Entrance door opening width	800mm	775mm	775mm	775mm	-	-
Internal door clear opening width	775mm	750mm	750mm	750mm	-	-
Corridor widths	1200mm	1200mm if there are doorways to the side. 900mm if there are doorways straight ahead.	1200mm if there are doorways to the side. 900mm if there are doorways straight ahead.	900mm	-	-
Two storey housing	Fully accessible with through-floor lift or platform stair lift. Min dimensions 1080 x 725mm	Access to all essential facilities (1x bedroom, bathroom, toilet, kitchen, living room). Additional rooms need not be accessible.	Potential for the stairs to be adapted with a stair lift.	Potential for the stairs to be adapted with a stair lift.	-	-

LAHR Categories	A Wheelchair Accessible Throughout	B Wheelchair Accessible Essential Rooms	C Lifetime Homes	D Easy Access	E Step-free	E+ Minimal Steps
Wheelchair storage, charging and transfer space	Within house 1600mm x 1000mm.	Within house 1200mm x 700mm.	-	-	-	-
Toilet	Must have 1000mm side transfer space. Must have a toilet on entrance level if more than three bedrooms.	Must have 1000mm side transfer space. Must have a toilet on entrance level if more than three bedrooms.	Must have a toilet on entrance level if more than three bedrooms.	-	-	-
Second toilet	Yes in four + person units. If present, then min size 2000 x 1700mm. Must have side transfer space of 1000mm.	Yes in four + person units. If six + person unit then min size is 1700 x 1400mm. Otherwise no size requirement other than it must have side transfer space of 1000mm.	Yes in six + person units (min size 1700 x 1400).	-	-	-
Bathroom	Must have level access shower.	Must have level access shower.	-	-	-	-
Wheelchair turning space	1500mm x 1500mm in bathroom and kitchen.	1500mm x 1500mm in bathroom and kitchen.	-	-	-	-

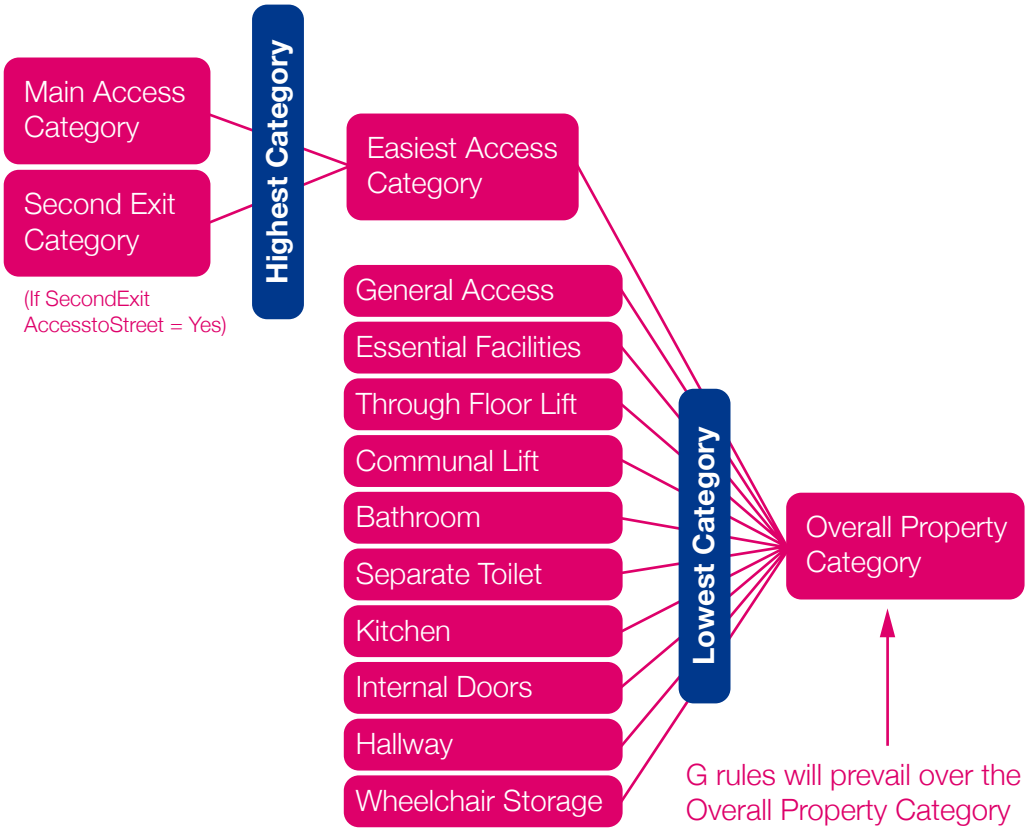
Appendix 2: London Accessible Housing Register Business Rules

The London Accessible Housing Register business rules are a set of criteria used to determine the LAHR category of a property. The criteria takes into consideration the space, layout and access to a property to establish which design guidance it complies with and therefore which LAHR category the property should be awarded.

The business rules attached are written in a way that can be interpreted by an IT programme. They take each criteria into consideration individually and then determine a value for that particular criteria. Once all criteria have been applied, the lowest category (for example, closest to F – General Needs) will be the overall category for that property.

Overall Property Categorisation

1. The lowest value in each of the sections below will become the Section Category.
2. The highest value between Main Access Category and Second Exit Category (if the property has a second exit with access to the street) will be compared to return the Easiest Access Category. This will ensure that the better of the two accesses influences the Overall Property Category.
3. This Easiest Access Category will be compared to the remaining section categories and the lowest category will then be the Overall Property Category.
4. Finally, if any of the G rules (see final page) are activated then the Overall Property Category will be returned as a G- Not Assessed.



Main Access Section

1	More than 4 communal steps to access the property (without a ramp as an alternative) returns an F	If CommunalRamp = No AND CommunalFrontDoorNumSteps > 4	If	F	A
2	More than 4 property steps to access the property (without a ramp as an alternative) returns an F	If PropertyRamp = No AND PropertyFrontDoorNumSteps > 4	If	F	A
3	More than 4 property and communal steps to access the property (without a ramp as an alternative) returns an F	If CommunalRamp = No AND PropertyRamp = No AND (CommunalNumSteps + PropertyNumSteps) > 4	If	F	A
4	If there is neither a property ramp or a communal ramp, 1 to 4 communal steps will return an E+	If CommunalRamp = No AND PropertyRamp = No AND (CommunalNumSteps + PropertyNumSteps) => 1 AND (CommunalNumSteps + PropertyNumSteps) <= 4	If	E+	A
5	If there is a property ramp but not a communal ramp 1 to 4 communal steps will return an E+	If CommunalRamp = No AND PropertyRamp = Yes AND (1 <= CommunalNumSteps <= 4)	If	E+	A
6	If there is a communal ramp but not a property ramp, 1 to 4 property steps will return an E+	If CommunalRamp = Yes AND PropertyRamp = No AND (1 <= PropertyNumSteps <= 4)	If	E+	A
7	A threshold over 10cm at the communal door is considered a step. The best category that can be returned is E+	If CommunalFrontDoorThreshold = MoreThan 10	If	E+	A
8	A threshold over 10cm at the property door is considered a step. The best category that can be returned is E+	If PropertyFrontDoorThreshold = MoreThan 10	If	E+	A

Use Outcome of Communal Ramp Gradient

9	Communal ramps require a suitable platform at the top of the ramp to meet standards A to D	If CommunalRamp = Yes AND CommunalRampPlatform = No	If	E	A
10	A communal ramp that is steeper than 1:10 will return an F if there are either no steps or more than 5 steps as an alternative access	If CommunalRampGradient > 10 (1:10) AND (CommunalNumSteps > 4 OR CommunalNumSteps = 0)	If	F	A
11	A communal ramp that is steeper than 1:10 will return an E^+ if there are between 1 and 4 as an alternative	If CommunalRampGradient > 10 (1:10) AND (1 <= CommunalNumSteps <= 4)	If	E^+	A
12	A ramp between 1:10 and 1:12 will be considered an E	If 8.33 (1:12) < CommunalRampGradient <= 10 (1:10)	If	E	A
13	A ramp that is less than 500cm in length needs to be no steeper than 1:15 to be suitable for an A property	If Length < 500cm AND CommunalRampGradient > 6.66 (1:15)	If	B	A
14	A ramp that is less than 500cm in length needs to be no steeper than 1:12 to be suitable for a B property	If Length < 500cm AND CommunalRampGradient > 8.33 (1:12)	If	C	A
15	A ramp that is more than 500cm in length needs to be no steeper than 1:20 to be suitable for an A property	If Length => 500cm AND CommunalRampGradient > 5 (1:20)	If	B	A
16	A ramp that is more than 500cm in length needs to be no steeper than 1:15 to be suitable for an B property	If Length => 500cm AND CommunalRampGradient > 6.66 (1:15)	If	C	A

Use Outcome of Property Ramp Gradient

17	Ramps require a suitable platform at the top of the ramp to meet standards A to D	If PropertyRamp = Yes AND PropertyRampPlatform = No	If	E	A
18	A property ramp that is steeper than 1:10 will return an F if there are either no steps or more than 5 steps as an alternative access	If PropertyRampGradient > 10 (1:10) AND (PropertylNumSteps > 4 OR PropertyNumSteps = 0)	If	F	A
19	A property ramp that is steeper than 1:10 will return an E+ if there are between 1 and 4 as an alternative	If PropertyRampGradient > 10 (1:10) AND (1 <= PropertyNumSteps <= 4)	If	E+	A
20	A ramp between 1:10 and 1:12 will be considered an E	If 8.33 (1:12) < PropertyRampGradient <= 10 (1:10)	If	E	A
21	A property ramp that is less than 500cm in length needs to be no steeper than 1:15 to be suitable for an A property	If Length < 500cm AND PropertyRampGradient > 6.66 (1:15)	If	B	A
22	A property ramp that is less than 500cm in length needs to be no steeper than 1:12 to be suitable for a B property	If Length < 500cm AND PropertyRampGradient > 8.33 (1:12)	If	C	A
23	A property ramp that is more than 500cm in length needs to be no steeper than 1:20 to be suitable for an A property	If Length => 500cm AND PropertyRampGradient > 5 (1:20)	If	B	A
24	A property ramp that is more than 500cm in length needs to be no steeper than 1:15 to be suitable for a B property	If Length => 500cm AND PropertyRampGradient > 6.66 (1:15)	If	C	A
25	The communal front door needs to be 80cm or wider to be an A	If CommunalFrontDoor = yes AND CommunalFrontDoorWidth < 80	If	B	A
26	If the communal door is less than 75cm then the best category that can be returned is an E	If CommunalFrontDoor = yes AND CommunalFrontDoorWidth < 75	If	E	A
27	If the threshold at the communal door is between 1.5cm and 10cm then the best category that can be considered is an E	If CommunalFrontDoorThreshold = 10 to 1.5	If	E	A
28	The property front door needs to be 80cm or wider to be an A	If PropertyFrontDoorWidth < 80	If	B	A
29	If the property door is less than 77.5cm then the best category that can be returned is an E	If PropertyFrontDoorWidth < 75	If	E	A
30	If the threshold at the property door is between 1.5cm and 10cm then the best category that can be considered is an E	If PropertyFrontDoorThreshold = 10 to 1.5	If	E	A

Second Exit Section Use outcome of Second Exit Ramp Gradient

31	More than 3 steps at the second exit (without a ramp as an alternative) returns an F	If SecondExitRamp = No AND SecondExitNumSteps >3	If	F	A
32	Between 1 and 3 steps at the second exit(without a ramp as an alternative) will return an E+	If SecondExitRamp = No AND (1 <= SecondExitNumSteps <= 3)	If	E+	A
33	A threshold over 10cm at the second exit is considered a step and the best category that can be returned is E+	If SecondExitThreshold = MoreThan 10	If	E+	A
34	Ramps require a suitable platform at the top of the ramp to meet standards A to D	If SecondExitRamp = Yes and SecondExitRampPlatform = No	If	E	A
35	A second exit ramp that is steeper than 1:10 will return an F if there are either no steps or more than 3 steps as an alternative access	If SecondExitRampGradient > 10 (1:10) AND (SecondExitNumSteps > 3 OR SecondExitNumSteps = 0)	If	F	A
36	A second exit ramp that is steeper than 1:10 will return an E+ if there are between 1 and 3 steps as an alternative	If SecondExitlRampGradient > 10 (1:10) AND (1 <= SecondExitlNumSteps <= 3)	If	E+	A
37	A ramp between 1:10 and 1:12 will be considered an E	If 8.33 (1:12) < SecondExitRampGradient <= 10 (1:10)	If	E	A
38	A ramp that is less than 500cm needs to be no steeper than 1:15 to be suitable for an A property	If Length < 500cm AND SecondExitRampGradient > 6.66 (1:15)	If	B	A
39	A ramp that is less than 500cm needs to be no steeper than 1:12 to be suitable for a B property	If Length < 500cm AND SecondExitRampGradient > 8.33 (1:12)	If	C	A
40	A ramp that is more than 500cm needs to be no steeper than 1:20 to be suitable for an A property	If Length => 500cm AND SecondExitRampGradient > 5 (1:20)	If	B	A
41	A ramp that is more than 500cm needs to be no steeper than 1:15 to be suitable for a B property	If Length => 500cm AND SecondExitRampGradient > 6.66 (1:15)	If	C	A
42	The second exit door needs to be 80cm or wider to be an A	If SecondExitDoorWidth < 80	If	B	A
43	The second exit door needs to be 77.5cm or wider to be a B	If SecondexitDoorWidth < 75	If	E	A

Essential Facilities Section

44	If a property has internal stairs and it doesn't have a platform lift or through-floor lift then it cannot be an A	If InternalStairs = Yes AND {ThroughFloorLift = No AND PlatformLift = No}	If	B	A
45	If a property has internal stairs and the essential facilities are not all on the access level and it doesn't have a through-floor lift or platform lift then the best that can be returned is a C category	If InternalStairs = Yes AND [(FacilitiesAccessLevelBed1 = No AND FacilitiesAccessLevelBed2 = No) OR {(FacilitiesAccessLevelBathroom = No AND FacilitiesAccessLevelSepToilet = No) OR FacilitiesAccessLevelCombBathroom = No} OR FacilitiesAccessLevelLivingRoom = No OR FacilitiesAccessLevelKitchen = No] AND {ThroughFloorLift = No AND PlatformLift = No}	If	C	A

Through Floor Lift Section

46	If the Essential Facilities Section returns an A and there is a through-floor lift in the property it needs to be larger than 108x72.5cm to be considered an A. If it is smaller than the best the property can be is B (For when the 1st dimension is larger than the 2nd)	If ThroughFloorLift = Yes AND (Essential Facilities section returns an A) AND ThroughFloorLiftDimensionsA > ThroughFloorLiftDimensionsB AND [ThroughFloorLiftDimensionsA < 108.5cm OR ThroughFloorLiftDimensionsB < 72.5]	If	B	A
47	(For when the 2nd dimension is larger than the 1st)	If ThroughFloorLift = Yes AND (Essential Facilities section returns an A) AND ThroughFloorLiftDimensionsA < ThroughFloorLiftDimensionsB AND [ThroughFloorLiftDimensionsB < 108.5cm OR ThroughFloorLiftDimensionsA < 72.5]	If	B	A
48	(For when both dimensions are the same)	If ThroughFloorLift = Yes AND (Essential Facilities section returns an A) AND ThroughFloorLiftDimensionsA = ThroughFloorLiftDimensionsB AND [ThroughFloorLiftDimensionsA < 108.5cm OR ThroughFloorLiftDimensionsB < 108.5]	If	B	A

Communal Lift Section

49	A communal lift needs to have doors 80cm or wider to be considered a C or higher	If CommunalLift = Yes AND DoorOpeningWidth < 80	If	D	A
50	A communal lift needs to be 110 x 140cm to be considered a C or higher (This rule is for when the 1st dimension is larger than the 2nd)	If CommunalLift = Yes AND (ServicingLiftInternalDimensionsA > ServicingLiftInternalDimensionsB) AND [ServicingLiftInternalDimensionsA < 140cm OR ServicingLiftInternalDimensionsB < 110]	If	D	A
51	(This rule is for when the 2nd dimension is larger than the 1st)	If CommunalLift = Yes AND (ServicingLiftInternalDimensionsA < ServicingLiftInternalDimensionsB) AND [ServicingLiftInternalDimensionsB < 140cm OR ServicingLiftInternalDimensionsA < 110]	If	D	A
52	(This rule is for when both dimensions are the same)	If ThroughFloorLift = Yes AND (ServicingLiftInternalDimensionsA = ServicingLiftInternalDimensionsB) AND [ServicingLiftInternalDimensionsA < 140cm OR ServicingLiftInternalDimensionsB < 140]	If	D	A

Wheelchair Storage Section Only return value if Wheelchair Scooter Storage = Yes

53	An A or B property must have wheelchair or scooter storage	If WheelchairScooterStorage = No	If	C	A
54	If a property has a wheelchair storage area that is smaller than 160 x 100cm the best it can be is a B (This rule is for when the 1st dimension is larger than the 2nd)	If WheelchairScooterStorageA > WheelchairScooterStorageB AND [WheelchairScooterStorageA < 160cm OR WheelchairScooterStorageB < 100]	If	B	A
55	(This rule is for when the 2nd dimension is larger than the 1st)	If WheelchairScooterStorageA < WheelchairScooterStorageB AND [WheelchairScooterStorageB < 160cm OR WheelchairScooterStorageA < 100]	If	B	A
56	(This rule is for when both dimensions are the same)	If WheelchairScooterStorageA = WheelchairScooterStorageB AND [WheelchairScooterStorageB < 160cm OR WheelchairScooterStorageA < 160]	If	B	A
57	If a property has a wheelchair storage area that is smaller than 120 x 70cm the best it can be is a C (This rule is for when the 1st dimension is larger than the 2nd)	If WheelchairScooterStorageA > WheelchairScooterStorageB AND [WheelchairScooterStorageA < 120cm OR WheelchairScooterStorageB < 70]	If	C	A
58	(This rule is for when the 2nd dimension is larger than the 1st)	If WheelchairScooterStorageA < WheelchairScooterStorageB AND [WheelchairScooterStorageB < 120cm OR WheelchairScooterStorageA < 70]	If	C	A
59	(This rule is for when both dimensions are the same)	If WheelchairScooterStorageA = WheelchairScooterStorageB AND [WheelchairScooterStorageB < 100cm OR WheelchairScooterStorageA < 70]	If	C	A

Separate Toilet Section

60	A separate toilet needs to have a side transfer space of 100cm or larger for an A or B property	If SeparateToilet = Yes AND (CombToiletSideWallSpace<100cm OR Blank) AND ToiletSideWallSpace < 100cm	If	C	A
61	A separate toilet needs to be at least 200 x 170cm to be considered an A (This rule is for when the 1st dimension is larger than the 2nd)	If SeparateToiletA > SeparateToiletB AND [SeparateToiletA < 200cm OR SeparateToiletB < 170]	If	B	A
62	(This rule is for when the 2nd dimension is larger than the 1st)	If (SeparateToiletA < SeparateToiletB) AND [SeparateToiletB < 200cm OR SeparateToiletA < 170]	If	B	A
63	(This rule is for when both dimensions are the same)	If SeparateToiletA = SeparateToiletB AND [SeparateToiletA < 200cm OR SeparateToiletB < 200]	If	B	A
64	A bathroom must have 150 x 150cm turning space to be considered A or B	If BathroomTurningSpaceWheelchair = No	If	C	A
65	A four person property must have a separate toilet to be considered A or B	If NoofBeds => 4 AND SeparateToilet = No	If	C	A
66	A six person property must have a separate toilet to be considered A, B or C	If NoofBeds => 6 AND SeparateToilet = No	If	D	A
67	A six person property needs to have a separate toilet which is larger than 170 x 140cm otherwise the best category that can be returned is a D (This rule is for when the 1st dimension is larger than the 2nd)	If NoofBeds => 6 AND (SeparateToiletA > SeparateToiletB) AND [SeparateToiletA < 170cm OR SeparateToiletB < 140]	If	D	A
68	(This rule is for when the 2nd dimension is larger than the 1st)	If NoofBeds => 6 AND (SeparateToiletA < SeparateToiletB) AND [SeparateToiletB < 170cm OR SeparateToiletA < 140]	If	D	A
69	(This rule is for when both dimensions are the same)	If NoofBeds => 6 AND (SeparateToiletA = SeparateToiletB) AND [SeparateToiletB < 170cm OR SeparateToiletA < 170]	If	D	A
70	A property with stairs and 3 bedrooms or with the entrance on ground level must have access to a toilet on the access level to be considered A, B or C	[(If InternalStairs = Yes AND NoofBedrooms => 3) OR PropertyEntranceLevel (should be PropertyEntryLevel)= Ground] AND [FacilitiesAccessLevelCombBathToilet = No AND FacilitiesAccessLevelSepToilet = No]	If	D	A

Bathroom Section

71	A bathroom must have 150 x 150cm turning space and have adequate lateral side space for the toilet (unless there is a separate toilet) to be A or B	If [CombToiletSideWallSpace < 100cm OR BathroomTurningSpaceWheelchair = No] AND SeparateToilet = No	If	C	A
72	A property must have a level access shower to be considered A or B	If LevelAccesShower = No	If	C	A
73	A toilet in an A or B property must have 100cm lateral transfer space	If SeparateToilet=No AND CombToiletSideWallSpace<100	If	C	A

Hallway Section

74	A hallway with doors at the ends must be at least 90cm wide to meet standards A to D	If HallwayHead < 90cm AND HallwayHead is not blank	If	E	A
75	A hallway with doors leading off to the side must be at least 120cm wide to meet standards A to C	If HallwayTurn < 120cm AND HallwayTurn is not blank	If	D	A
76	A hallway with doors leading off to the side must be at least 90cm wide to meet standard D	If HallwayTurn < 90cm AND HallwayTurn is not blank	If	E	A

Internal Doors Section

77	The width of all doors must be at least 77.5cm to meet A standards	If (BedOne, BedTwo, Other, Bathroom, SeparateToilet, Kitchen or Lounge - when the measurement is provided) < 77.5	If	B	A
78	The width of all doors must be at least 75cm to meet standards B to D	If (BedOne, BedTwo, Other, Bathroom, SeparateToilet, Kitchen or Lounge – when the measurement is provided) < 75	If	E	A

Kitchen Section

79	A kitchen needs to have wheelchair turning space of either 150 x 150cm or 140 x 170cm to be an A or B property	If TurningSpaceWheelchair = No AND LargerTurningSpaceWheelchair = No	If	C	A

General Access Section

80	1st floor and above need 2 lifts to be an A	If PropertyEntranceLevel (should be PropertyEntryLevel) = Other AND NoofLifts < 2	If	B	A
81	Basement flats need to have either a lift or ramp	If PropertyEntranceLevel (should be PropertyEntryLevel) = Basement AND [CommunalRamp = No AND NumofLift = 0]	If	F	A
82	If the STOP NOW at the end of Section C is ticked an F is returned	If NoEntranceGroundandNoLift = Yes	If	F	A
83	If the STOP NOW at the end of Section D is ticked an F is returned	If SectionDEnd = Yes	If	F	A
84	If the STOP NOW's at the end of Section E are ticked an F is returned	If SectionEEnd1 = Yes OR SectionEEnd2 = Yes	If	F	A
85	Straight stairs need to be 70cm or wider and have a 70cm clear space at the bottom (if there is no access to the street from the second exit)	If StraightStairs = Yes AND {[MoreThan70cm = No AND SecondExitAccesstoStreet = No] OR WidthofStairs1 < 70]}	If	F	A
86	Curved Stairs need to be 75cm or wider and have a 70cm clear space at the bottom (if there is no access to the street from the second exit)	If CurvedStairs = Yes AND {[MoreThan70cm = No AND SecondExitAccesstoStreet = No] OR WidthofStairs <75]}	If	F	A
87	If there are any internal steps then the property is F	If InternalSteps>0	If	F	A

G Rules Return G for Overall Property Category if any of the following are true.

88	If postcode is not entered	If Postcode is blank	If	G	A
89	If both head and turn approaches in a hallway are not entered (only calculate if none of the STOP NOWs prior to this have been ticked)	If (NoEntranceGroundandNoLift = No AND SectionDEnd = No AND SectionEEnd1 = No AND SectionEEnd2 = No AND InternalSteps=0) AND (HallwayHead1 AND HallwayTurn1 are both blank)	If	G	A
90	If no door widths are entered (only calculate if none of the STOP NOWs prior to this have been ticked)	If (NoEntranceGroundandNoLift = No AND SectionDEnd = No AND SectionEEnd1 = No AND SectionEEnd2 = No AND InternalSteps=0) AND (Lounge1, SeparateToilet1,Kitchen1, Bathroom1,BedOne1, BedTwo1, BedThree1 are ALL blank)	If	G	A
91	If the assessor has indicated that other properties are to be included but the other UPRNs have not been entered	If OtherPropertiesAssessed = Yes AND (OtherUPRN_1 AND OtherUPRN_2) are blank	If	G	A
92	If a communal ramp is present but the assessor has not recorded whether a ramp platform is present	If CommunalRamp = Yes AND CommunalRampPlatform is blank	If	G	A
93	If a property ramp is present but the assessor has not recorded whether a ramp platform is present	If PropertyRamp = Yes AND PropertyRampPlatform is blank	If	G	A
94	If a second exit ramp is present but the assessor has not recorded whether a ramp platform is present	If SecondExitRamp = Yes AND secondExitRampPlatform is blank	If	G	A
95	If the property entrance level has not been recorded	If PropertyEntranceLevel is blank (should be PropertyEntryLevel)	If	G	A
96	If the number of property steps has not been recorded. (only calculate if none of the STOP NOWs prior to this have been ticked)	If NoEntranceGroundandNoLift = AND PropertyNumSteps is blank (should be PropertyFrontDoorNumSteps)	If	G	A
97	If the number of internal steps is not entered. (only calculate if none of the STOP NOWs prior to this have been ticked)	If (NoEntranceGroundandNoLift = No AND SectionDEnd = No) AND InternalSteps is blank	If	G	A

98	If there is a communal door but the number of steps AND door opening width have not been entered	If CommunalFrontDoor = Yes AND (CommunalFrontDoorNumSteps OR CommunalFrontDoorWidth are blank)	If	G	A
99	If the property entrance level is not on the ground floor and the number of lifts servicing the dwelling is not entered	If (PropertyEntranceLevel (should be PropertyEntryLevel)= Other OR PropertyEntranceLevel (should be PropertyEntryLevel)= Basement) AND NoOfLifts is blank	If	G	A
100	If Communal ramp is ticked Yes AND none of the ramp types are ticked	If CommunalRamp = Yes AND (CommunalRamp1, CommunalRamp2, CommunalRamp3 are all blank) should be CommunalRampType	If	G	A
101	If Property ramp is ticked Yes AND none of the ramp types are ticked	If PropertyRamp = Yes AND (PropertyRamp1, PropertyRamp2, PropertyRamp3 are all blank) should be PropertyRampType	If	G	A
102	If Second Exit ramp is ticked Yes AND none of the ramp types are ticked	If SecondExitRamp = Yes AND (SecondExitRamp1, SecondExitRamp2, SecondExitRamp3 are all blank) Should be SecondExitRampType	If	G	A
103	If Communal ramp is ticked Yes AND no measurements are given	If CommunalRamp = Yes AND (CommunalRamp1aH, CommunalRamp1aL, CommunalRamp2aH, CommunalRamp2aL, CommunalRamp2bH, CommunalRamp2bL, CommunalRamp3aH, CommunalRamp3aL, CommunalRamp3bH, CommunalRamp3bH are all blank)	If	G	A
104	If Property ramp is ticked Yes and no measurements are given	If PropertyRamp = “Yes” AND (PropertyRamp1aH, PropertyRamp1aL, PropertyRamp2aH, PropertyRamp2aL, PropertyRamp2bH, PropertyRamp2bL, PropertyRamp3aH, PropertyRamp3aL, PropertyRamp3bH, PropertyRamp3bH are all blank)	If	G	A

105	If Second Exit ramp is ticked Yes and no measurements are given	If SecondExitRamp = “Yes” AND (SecondExitRamp1aH, SecondExitRamp1aL, SecondExitRamp2aH, SecondExitRamp2aL, SecondExitRamp2bH, SecondExitRamp2bL, SecondExitRamp3aH, SecondExitRamp3aL, SecondExitRamp3bH, SecondExitRamp3bH are all blank)	If	G	A
106	If the user has not ticked Yes or No for communal ramp (only calculated if none of the STOP NOWs prior to this have been ticked)	If CommunalRamp is blank AND NoEntranceGroundandNoLift = No	If	G	A
107	If the user has not ticked Yes or No for property ramp (only calculated if none of the STOP NOWs prior to this have been ticked)	If PropertyRamp is blank AND NoEntranceGroundandNoLift = No	If	G	A
108	If the user has not ticked Yes or No for second exit ramp (only calculated if none of the STOP NOWs prior to this have been ticked)	SecondExitRamp is blank AND (SectionDEnd = No AND NoEntranceGroundandNoLift = No AND InternalSteps=0)	If	G	A
109	If the user has not recorded the type of landlord	If PropertyOwner is blank	If	G	A
110	If user has indicated that the property is owned by a Housing Association but not provided the name of the HA	If PropertyOwner = “HousingAss” AND HousingAssName is blank	If	G	A

Notes for assessors:

The AHR business rules have required certain assumptions to be made about properties in order to calculate rules for a majority of properties. There are countless variations of features of properties for which it is impossible to accurately capture all elements on the digital form. The following notes include circumstances where further thought may be required to accurately obtain a property category.

1. An assumption is made that a second exit will have direct access to the street without needing to use the communal door and its associated ramp or steps. As such, an incorrect property category may be returned if the property has a suitably accessible second exit which can only be approached via a less accessible communal door. In these circumstances it may be necessary for the assessor to manually override a property category.

2. On the existing digital form the tick boxes for the number of steps at the second entrance are “1”, “2”, “3” and “4+”. Therefore it is necessary for a property to be calculated as E+ when there are one to three steps at the second exit and F for when there are four or more steps. This can be viewed as acceptable as the second exit often requires mobilising longer distances to get to the street so the smaller number of steps for the E+ calculation is balanced by the extra mobilising normally required to use a second exit.

3. On the existing digital form it is not possible to indicate whether a step lift, stair lift, or platform-stair lift can be used to avoid communal steps or property steps. It is therefore not possible to create a business rule to calculate a dwelling as step-free when it has these types of external lifts. In these circumstances it may be necessary to record 0 (zero) for the steps that the lift avoids. Alternatively, the assessor may choose to record the number of steps and then manually override the property category.

4. In the circumstances where there are two potential paths to access that dwelling:

   a) level approach without steps or

   b) ramp

   do not record the presence of the ramp as this may influence the overall property category. If the first path did have steps then record all elements as normal.

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