

AIDS AND ADAPTATIONS



Aids and adaptations are equipment or alterations to your home that help you carry out day-to-day activities and may enable you to stay in your home.

Minor adaptations may include:

- Grab rails
- Handrails
- Lever taps

Major adaptations may include:

- Showers
- Stair lifts
- Ramps

Information on aids and adaptations

If you think you would benefit from an aid or adaptation, please contact:

- Your Response **0345 345 0272**
- Speak with us in person at your local housing office
- If you live in sheltered accommodation, contact your Scheme Manager

If you want a minor adaptation, we will order the work and aim to get it done within 28 days, as long as funding is available. If you want a major adaptation, we will help you contact an Occupational Therapist to assess your needs.

Occupational Therapist

The Occupational Therapist will assess your needs and recommend adaptations. Social Services may pay for the adaptation with a Disabled Facilities Grant. If they don't then you will go on our waiting list for adaptations. Our Property team will visit you when we are ready to proceed with the work. We aim to complete major adaptations within 12 months of receiving an Occupational Therapist's referral, as long as funding is available.

Your options

If we can't adapt your home we will discuss other options with you, such as whether we can offer you another home that would meet your needs. If we can't adapt your home due to lack of money, we will talk to you about other options, such as finding you aids from an alternative provider.

Keeping you informed

Our Aids and Adaptations team will deal with your request and keep you up to date on progress. If you have any questions about aids or adaptations or need advice and information, please contact Your Response on **0345 345 0272** or visit **www.yourhousinggroup.co.uk**