



AIDS & ADAPTATIONS IN YOUR HOME



WHAT IS AN ADAPTATION?

Your Housing Group is 'Working better' to provide the best experience for you, our customer. We want to help meet your needs for independence, privacy and dignity and to help you and your family to live comfortably in your home for as long as possible.

Long term illness or disability may mean you or a family member need a few changes made to your home, an adaptation is an additional piece of equipment or alteration that could make a big difference to your comfort and quality of life. Adaptations are classed as either Minor or Major as follows:

MAJOR ADAPTATIONS

- Level access/over bath showers
- Wet rooms
- Ramps
- Stairlifts/through floor lifts
- Closomatic toilets
- Specialist baths
- Door entry systems

MINOR ADAPTATIONS

These are works that cost less than £1000 and include:

- Grab rails/handrails
- Floor-fixed toilet frames
- WC plinths
- Lever taps
- Adjustments to door handles/window latches/light switches
- Raised door steps
- Flashing door bells
- Vibrating smoke alarms
- Key safes

OUR COMMITMENT

- We will provide you with support throughout the process and will be available during normal working hours to answer any questions, queries or concerns you may have
- We will keep you informed at all stages of the process
- We will support as many customers as we can by working with other organisations to find extra funding and services
- We will inspect the works to ensure they are of a high standard and ensure you are completely satisfied with the works on completion.

WHAT WE CAN'T DO

There are certain things that we are unable to do as follows:

- Remove existing adaptations unless recommended by an Occupational Therapist
- Remove stair lifts to install carpets, furniture, etc
- Pay for medical evidence
- Flag patios or gardens
- Provide mobile scooter storage facilities to individual properties
- Install central heating as an adaptation.



HOW WE CAN HELP

You can apply for an adaptation to your home by contacting us on

☎ **0345 345 0272** ✉ **adaptationsteam@yourhousinggroup.co.uk**

For an adaptation request, we will acknowledge receipt of your application within 10 working days.

If there is a lot of work needed which costs over £1,000, you will need to contact your Local Authority to request an Occupational Therapist assessment. If you need their contact details call or email the Adaptations Team.

There is usually a high demand for the service and the average waiting time varies for each Local Authority. This may range from two to six months in some areas.

We want to do whatever we can to meet your needs and make your home as suitable as possible. Before we proceed we will consider several things, such as whether there is a recognised need for the adaptation, or the property is suitable for the recommended works. It may be your circumstances would mean you would benefit from a move to a more suitable alternative property. If this is the case, we will assist you and manage this process, we will also make every effort to make sure you are happy with the outcome.

HOW TO APPLY

This depends on the type of adaptation required, requests are given priority according to urgency, size and cost. Hospital discharge, elderly and children are given the upmost priority.

MINOR ADAPTATIONS

These are adaptations costing under £1,000 and can be requested by contacting us on **0345 345 0272** or e-mail to **adaptationsteam@yourhousinggroup.co.uk**

MAJOR ADAPTATIONS

These are adaptations costing over £1,000 and are generally jointly funded by Your Housing Group and the Local Authority. An Occupational Therapist will assess your needs and provide us with a report on what adaptations will be required.

WHAT HAPPENS NEXT?

STEP 1

You will need an Occupational Therapist from your Local Authority to visit you to assess your needs, if you need their details contact us on **0345 345 0272** or e-mail to **adaptationsteam@yourhousinggroup.co.uk**

STEP 2

On receipt of the assessment, we will contact you to discuss the recommendations and advise you on the process to be followed. We will contact the Local Authority to ensure the Disabled Facilities Grant (DFG) is being processed.

STEP 3

We will write to you advising what happens next and to arrange for suppliers and contractors to visit your home to specify the works and provide quotations. We may need to send a consultant to carry out surveys for asbestos that could be present and may need to be removed. This is standard procedure, to ensure the health and safety of yourself and our employees and is nothing to worry about.

STEP 4

We will contact you when we have been notified by the Local Authority that the grant has been processed and we are in a position to commence the works. We will let you know when the works can be started and agree a suitable date with you.

STEP 5

We will carry out a final inspection to ensure everything has been completed to a high standard and you are happy with the works. Our Adaptations Team will also contact you to carry out a short satisfaction survey.

TYPES OF ADAPTATIONS



CLOS-O-MAT TOILET



GRAB RAILS



STAIR LIFT



SPECIALIST BATHROOM EQUIPMENT



DOUBLE STAIR BANNISTER



LOW LEVEL KITCHEN UNITS

DISABILITY AIDS AND ADAPTATIONS FAQs

HOW DO I REQUEST A MINOR ADAPTATION?

You can request a minor adaptation by contacting Your Housing Group on **0345 345 0272** or emailing to adaptationsteam@yourhousinggroup.co.uk

DO I HAVE TO PAY FOR THE MINOR ADAPTATION WORK TO BE COMPLETED?

No, minor adaptations up to £1,000 will be paid for by us, subject to meeting our criteria. Works above this amount will need further assessment and a referral to an Occupational Therapist.

HOW LONG WILL IT TAKE FOR A MINOR ADAPTATION TO BE COMPLETED?

We aim to complete all our minor adaptations within 21 days from your request, more complex jobs may take longer.

WILL I NEED TO BE REFERRED TO AN OCCUPATIONAL THERAPIST BEFORE I CAN HAVE THE ADAPTATION WORK COMPLETED?

For major adaptations you will need an Occupational Therapist referral, or if the request for minor adaptations is complex you may need to get an Occupational Therapist to assess you.

WILL I HAVE TO PAY FOR AN OCCUPATIONAL THERAPIST ASSESSMENT?

No, this assessment is free of charge.

HOW LONG WILL I HAVE TO WAIT FOR A MAJOR ADAPTION?

The major adaptation process can take time due to the need for the Local Authority to process the Disabled Facilities Grant, some are quicker than others. We have no influence on how long the process takes but it can be from six – 12 months in some cases.

DO I HAVE TO PAY FOR A MAJOR ADAPTATION?

Once assessed and approved, major adaptations will usually be funded through a Disabled Facilities Grant, dependent on whether you meet the eligibility criteria and pass their financial assessment.

WILL YOU ALWAYS BE ABLE TO MEET MY REQUEST FOR AN ADAPTATION?

No, sometimes it is not practical for us to carry out adaptations to your home, because of its size, construction, location or the amount of adaptations required. In these situations, we may encourage you to move to a property more suited to your needs, or one that is more easily adapted.

HOW CAN I FIND OUT WHAT'S HAPPENING WITH MY REQUEST FOR A MAJOR ADAPTATION?

Most major adaptations are part funded by Disabled Facilities Grants. You can call the Local Authority direct for an update or you can call us on **0345 345 0272** and ask to speak to a member of the adaptations team.

HOW WILL I KNOW WHEN THE ADAPTATION IS BEING FITTED?

The adaptation team will keep you updated via letter and phone with regards to each stage of the process. The Local Authority will also write to you to confirm that your Disabled Facilities Grant has been awarded.

WILL I BE ASKED FOR FEEDBACK FOLLOWING COMPLETION OF MY ADAPTATION WORK?

Yes, a member of staff from the adaptation team will call you to carry out a satisfaction survey to obtain feedback to improve our services. These surveys are optional.

WHAT HAPPENS IF MY REQUEST FOR A DISABLED FACILITIES GRANT IS REFUSED?

If your request for a Disabled Facilities Grant is refused, Your Housing Group may be able to fund the adaptations for you, subject to available budget and specific approvals.

DO I NEED TO ASK YOUR HOUSING GROUP FOR PERMISSION TO ADAPT MY PROPERTY IF I AM FUNDING THE ADAPTATION MYSELF?

Yes, you must ask for permission before making any major adaptations to your home by calling **0345 345 0272** or adaptationsteam@yourhousinggroup.co.uk

ARE THERE ANY THINGS YOUR HOUSING GROUP ARE NOT ABLE TO HELP WITH?

Yes, we are unable to provide bathing aids, commodes, toilet frames and chair raisers. They can be provided by social services. We will let you know if this is the case and will be able to direct you to your local authority or health authority who may be able to assist.

IF I AM IN RENT ARREARS, WILL MY MAJOR ADAPTATION BE APPROVED?

This will be dependent upon the amount of rent arrears and if you are reducing these. Each case will be assessed individually.

We'd love to hear from you:



yourhousing



@Your_Housing



General@yourhousinggroup.co.uk



yourhousinggroup.co.uk



Your Response 0345 345 0272

