



Women's
Pioneer Housing
Est 1920

AIDS AND ADAPTATIONS



TENANT INFORMATION GUIDE

Aids and Adaptations



What are aids and adaptations?

Aids and adaptations are changes made to help you or a member of your household live comfortably in your home. They help to make your home or access to your home safer and easier to move around and do everyday tasks. Aids and adaptations help to manage a long-term illness or disability that affects how you live.

What type of works are aids and adaptations?

Some of the most common types of aids and adaptations we are asked to carry out are:

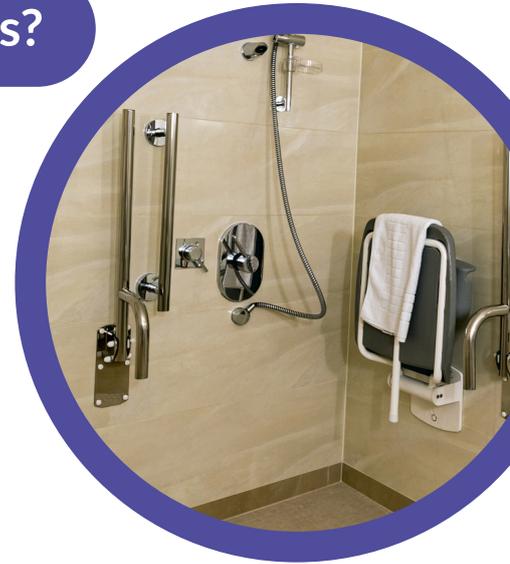
- Handrails to help give you more stability when using stairs in your home or in the communal area.
- Doorbells connected to a light for residents who have difficulty hearing.
- Lever taps if you have difficulty using your taps
- External ramps where there is sufficient space, and you cannot manage the outside steps.
- Grab rails in your bath or shower
- Shower or wet room replacement



Aids and Adaptations

How can I arrange aids and adaptations?

If you are having difficulty in your home, please let us know so we can consider whether there are any aids that may assist you. Our customer services team will ask you about your home, the difficulties you are experiencing, and what help you may need. We will arrange an initial assessment to take place in your home. This is likely to be with a surveyor and may also include someone from our housing team. If you live in a sheltered scheme, your scheme manager will visit you and discuss your needs with one of our surveyors.



After the assessment, one of our team will agree the best approach to support you and organise any minor works. We receive some funding to carry out minor works however, if the works are more significant, we will work with the local authority and ask that they fund any major works.

Local Authorities receive grants to fund major adaptations for anyone in their borough. This includes social housing tenants. As it is important that any more significant works will improve your living conditions, an assessment will need to be carried out by a professionally qualified assessor. This is usually an occupational therapist. Occupational therapists (OT) are usually employed by hospitals and councils and carry out a more technical assessment.

If your adaptation helps to support your mobility e.g. grab rails or handrails, you will need a medical practitioner to provide us with clear guidance about what you need, for example the height and position of a grab rail or new handrail etc. The local authority can provide this via an OT.

If you prefer, you can go directly to your local authority. You will need to ask for an occupational therapy assessment.

Your local authority will arrange for an occupational therapist to visit you at home and identify any improvements your home may need.

Aids and Adaptations

Find your Local Council on GOV.UK

Look for a section on your local council's website that talks about 'adaptations or 'housing' or 'occupational therapy.' If you can't find it, contact your local council's general number. Your local council should tell you how long it will take for you to get an assessment.

The occupational therapist will write a report to show you how they plan to adapt your home. They will share the report with you and us. Once we've reviewed the report, we'll contact you to arrange a convenient time to install the adaptations.

What to expect when you ask for any aids or adaptations

1. One of our customer service advisors may ask you a few questions, including when you are likely to be home so that we can visit you. This information will be recorded on a form, which will be saved on your tenancy records. You can ask for a copy of the form. Alternatively, you can complete the form yourself online and send it to our customer services team. (Aids and Adaptations request form).
2. You should expect an initial visit within 14 days, if you are likely to need a minor adaptation. We will contact you by phone or email. If you are not contactable by phone or email, we will write to you, but this may take a little longer.



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What to expect when you ask for any aids or adaptations

3. We will discuss your needs with you and try to suggest a suitable adaptation. If you agree to these, we will arrange for works take place usually within 28 days. One of our contractors will contact you and agree a start date.



4. As with all our repairs and improvements, our contractor will make an appointment with you and show you their ID when they arrive. When they have finished the works, our contractor will clear away any debris and make sure someone understands how to use the adaptation.

5. One of our surveyors will visit you usually within 6 weeks, to check that the works were completed correctly and that you are satisfied with the works.

6. If you need major adaptations, or an adaptation to support your mobility, it is likely that we will need to work with the council to arrange this. We will let you know if the works are major works (e.g. a ramp to a front door, a wet room, shower or bed hoists) when we visit you or, if it clear when you contact us. As each council works slightly differently, it is not possible to tell you when a decision will be made. We will though, provide an update every 4 weeks, if we are liaising directly with the council.

You can find out more about aids and adaptations by reading our aids and adaptations policy.

Please contact us for an application form or a discussion with one of our customer services advisors.

