



AIDS AND ADAPTATIONS POLICY for GENERAL NEEDS RENTED PROPERTY



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OBJECTIVE

Granta's aim is to ensure that our residents are able to live independently in their homes, through individualised adaptation of their property if necessary.

Adaptations may enable disabled or elderly residents, or people living in their household, to live more independently in their home.

If you have difficulty with daily tasks in your home because of long-term illness or disability, we may be able to help you.

(Sometimes it may be impossible to adapt the property to meet a tenants need or to do so would present a health and safety risk to the tenant or other persons. In these circumstances a housing transfer to a more suitable property may be offered.)

ARE YOU ELIGIBLE FOR HELP?

- Yes - if you are a Granta tenant or a member of their household
- and
- your request has the written support of an Occupational Therapist or recognised specialist in the condition for which the aid and adaptation is requested, e.g. a doctor.

If the value of the adaptation you request is below £500 in value a supporting statement might not be required. Your request could be dealt with like an ordinary repair.

Your Maintenance Officer will be glad to answer any eligibility queries you might have and give you contact details for an Occupational Therapist, (likely to be based with the local Social Services Department).

OCCUPATIONAL THERAPIST ROLE

The occupational therapy teams provide a specialist assessment service and are qualified to assess your needs.

They will visit you in your home to carry out a comprehensive assessment. Their assessment will cover all daily living tasks and all known difficulties.

They will then recommend adaptations to suit your needs. If these adaptations are permanent they will also need to agree them with our Maintenance Officer.

MINOR ADAPTATIONS

Minor adaptations means that the work costs less than £500 and does not significantly alter the property. Sometimes we will not require an Occupational Therapist to recommend these adaptations.

EXAMPLES OF MINOR ADAPTATIONS

- | | |
|---|--|
| <ul style="list-style-type: none">• Grab rails• Fixed toilet frames• Additional rails to stairs• Removing internal door thresholds | <ul style="list-style-type: none">• Lever taps to washbasin, sink and bath• Rails and extra steps to doorways• Installing or moving door entry phones• Altering light switches. |
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If you require only small aids the Occupational Therapist may supply the materials and Granta will arrange to fit them.

We do not charge for minor adaptations work costing less than £500.

MAJOR ADAPTATIONS

Major adaptations means there will be extensive structural alterations to rooms or the total cost of work will be more than £500.

We always need an occupational therapist's recommendation for any major work.

When we receive these recommendations we have to decide if the work will be both reasonable and practical for the property.

EXAMPLES OF MAJOR ADAPTATIONS

- Level-access shower to replace the bath
- Thermostat controlled shower over the bath
- Permanent ramp to a doorway
- Stair lifts, through-floor lifts
- Alternative or extra heating
- Building an extension
- Internal alterations to walls and doorways
- Installing low level kitchen units.

Once we both agree to the major adaptations, an application for work can go to the local Council. They can consider the work for a Disabled Facilities Grant (DFG). The Council will be able to advise on how to apply for a DFG.

We will support your application for a DFG and help you through the process.

We will try to make sure the work is done as quickly as possible and with the least inconvenience.

WILL YOU HAVE TO PAY FOR ANYTHING?

You will not have to pay for minor adaptations costing less than £500 but you may have to pay towards the cost of major adaptations (costing over £500) and will be charged any future costs of servicing and repair. To apply for a DFG you have to complete a Preliminary Means Test Enquiry form. The amount of DFG available will depend on your income. If you are getting the full amount of housing benefit, income support, minimum income guarantee or pension credit you will probably not have to contribute towards the cost.

If you have savings or a regular income, or can afford to pay towards adaptations you may have to pay towards the total cost of the work.

The Society has no legal obligation to carry out adaptation work but has an adaptation budget from which it funds minor works and may also be able to help with the costs over £500.

We always have to consider the most effective way of managing our housing to make sure any work is done in the best way.

KEEPING YOU INFORMED

We will:

- acknowledge your request for assistance within 5 working days of receipt
- write to you, telling you who is dealing with your application within 20 working days of receiving a supporting statement from your Occupational Therapist/specialist.

If you have queries regarding the progress of your application please do not hesitate to contact the Maintenance Officer dealing with it.

HOW QUICKLY WILL WE DO THE WORK?

For minor works and where our budgets permit we aim to carry out aids and adaptations within the following timescales following approval:

Within 24 hours (emergency) where there is an immediate risk to health and safety.

Within 5 working days (urgent) where a threat to health or safety or other difficulties may arise e.g. due to a delay in hospital discharge or where absence of an adaptation seriously inhibits essential daily tasks or severely restricts movement within the property.

Within 20 working days (routine) all other less urgent needs.

There may be occasions where these timescales cannot be met due to the specialist nature of the adaptation required. In this circumstance we will agree a target with you and your Occupational Therapist or specialist.

For major works we may require more than one quotation or need specialist contractors. We will keep you informed of progress and tell you when the successful contractor can start work.

WHEN THE WORK IS FINISHED

When all the work is finished we will carry out an inspection to ensure that the contractor's work is of acceptable quality.

With any work, the contractor will provide a period of guarantee. After that, we will arrange the servicing and maintenance of any adaptations. Costs for servicing or repair of aids and adaptations are recovered from the tenant through a service charge and/or re-charge.

Repairs to existing adaptations will be prioritised in accordance with the targets outlined above. The Society does not undertake to renew aids and adaptations and a similar process as described above may be required if and when an aid needs replacing.

If an installed adaptation is no longer required, we will seek to ensure it's best use by either reusing it or selling it. Please advise us if an adaptation in your home is no longer required. Any resale value proceeds will be applied firstly to repaying any grant that may be due and then Granta's contribution if applicable.

WHAT IF YOU DISAGREE?

If you disagree with any of our decisions you can appeal in writing to our Director of Housing Operations. A report will then be sent to a committee for decision.

YOUR COMMENTS

We welcome your feedback about the services we provide and the work we carry out. We will send you a questionnaire when the works are completed. Please take time to fill in the form as your comments will help us improve our services. If you are unhappy with the service or make a complaint we will investigate it in line with our Complaints Policy.

Please contact your Maintenance Officer or Housing Officer if you have any concerns.

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