

Adaptations for Tenants With Disabilities...



Adaptations For Tenants With Disabilities

An adaptation is an improvement to help you or a member of your household live as independently as possible in your home.

Who is eligible?

Any tenant can apply for themselves or for any family member who lives with them on a permanent basis.



How do I apply?

You can apply by phone, letter or e-mail. When we have received your request, which we will acknowledge within seven working days, we will arrange for an assessment of your needs.

We will ask for information about your medical condition that is affecting the way you live. This information is very important as it helps us to prioritise applications and to assess your needs. Any information you give us is treated in confidence. We may also ask if you would be willing to transfer to a property that would be more suitable for your needs if your property cannot be adapted.

What Happens Next?

Where substantial work is recommended, it may be necessary for us to involve planning or building consultants in the design and completion of the work. This can delay work considerably, but we will keep you advised of progress.

When Requests Are Refused

Requests may be refused on the following grounds:

If Social Services does not support your request no work will be carried out. Sometimes the type of property you live in makes it impossible to adapt. If you have to move, we may refuse your request. We will talk to you about moving to a more suitable home. We will not pay for any adaptations to accommodate mobility scooters, unless they have been assessed as essential by Social Services.

Sometimes, we may have to refuse on grounds of cost. We will always try to make sure that we prioritise the emergency work. We will not carry out work if you have applied to buy your home. We will not usually provide car parking bays.



Having The Work Done

Sometimes we will need to send a surveyor to look at the job first. We usually do small items straight away with our own contractor. You will receive a job ticket when the work is ordered which will give an estimated completion date. We will try to ensure the work causes as little disruption as possible.



What Does It Cost?

We will decide between ourselves and Social Services how the work is to be paid for. There is no charge to the person who applies, but we will not usually include the cost of any redecoration or alterations to carpets.



When The Work is Complete

When the work is complete, you must tell Social Services. They will then check that the work meets your needs. If your needs change over time, you may need to contact us again to arrange a further assessment.

Should your circumstances change and you no longer need equipment which we have installed, please tell us and where possible, we will remove the equipment and re-use it elsewhere.

Can I Pay Privately To Have Work Done?

Yes, but you will need to write to us, to ask permission before starting any work

Types Of Adaptation Work And Target Completion (Working Days)

Type	Reason	Emergency	Standard
Grab rails	To help steady you when climbing steps or getting into bath etc.	24 hours	7
Additional stair rails	To help steady you when climbing steps	24 hours	7
Half steps	If the existing steps are too high.	7	20
Ramps	If you are a wheelchair user.	7	20
Lower thresholds	If you use a frame of wheel-chair or simply catch your feet on them.	3	7
Keysafes	If you struggle to get to the door and have carers visiting.	24 hours	7
Lever taps	If your grip is poor.	3	7
Over bath showers	Will need a full specification and times scales will be dependent on the amount of work required.		
Level access showers	Will need a full specification and times scales will be dependent on the amount of work required.		
Hard standing dropped kerb	Subject to planning permission and that may cause delays.		
Lifts-stairs or vertical	Subject to planning permission and that may cause delays.		



Our Service Standards

We will assess your needs within 15 working days of a request. Provide you with a full list of relevant contacts. Ensure you are kept fully informed.

Social services - Pennine House, 2 Lemington Street
Loughborough Tel: **01509 266641** General Enq: **0166 265 7404**