

Aids and adaptations

Getting your
home adapted for
your needs



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If you or a member of your household has a long-term illness or disability and has difficulty moving around your home, this leaflet explains how to request an adaptation.

Which adaptations could help me?

Adaptations are physical alterations to your home.

Minor adaptations include:

- handrails
- half steps
- path widening
- repositioning radiators.

Major adaptations include:

- alterations to bathrooms or kitchens
- installing a stair lift
- relocating a toilet
- replacing steps with ramped access to your home.



Applying for an adaptation



To apply for an adaptation, please contact the Service Centre and let us know what you think needs adapting at your home. We will work with you to consider the best options. We may involve occupational therapists and other specialist advisors to make sure the work meets your needs.

Why might I need an occupational therapist?

Occupational therapists are specially trained to work with you to achieve the best option for you.

Your occupational therapist may work for your district, borough or county council or the health authority, depending on where you live. Your local council or your GP will be able to tell you who to speak to, but if you need help, we can put you in touch with the right team.

How much will it cost?

Once the adaptation has been agreed, we will usually arrange to do the work if you need minor changes to your home.

If you need more extensive changes, you may need to apply for a Disabled Facilities Grant from your local authority to pay for the work.

The grant application must also be supported by an occupational therapist. Your financial circumstances will be assessed and you may be asked to make a financial contribution towards the cost of the works. If the application is for a disabled child or young person under the age of 19, there is no assessment. Please contact your local authority for more details about how to apply for a grant.

Will my rent change if I have my home adapted?

Your rent will not change as a result of any adaptations made to your home.

What if my property is unsuitable for the recommended adaptations?

If your property is unsuitable for the recommended adaptations, we will discuss other options with you.



Carrying out the work

We only refuse to allow an adaptation where there is good reason to do so. We will usually use one of our existing contractors to do the adaptation. We will keep you informed throughout, to make sure the work meets your needs.

How long does it take?

We aim to carry out minor adaptations within one month of the request. We try to complete minor works for new residents before they move in. For major works the process can take time, depending on how complex they are.

What can I do if I am not happy with the adaptation being provided?

If you aren't satisfied with any aspect of our service, please let us know. You should contact the Service Centre to make a complaint. The feedback you give us when you make a complaint helps us to improve our service in future.

If you are unhappy with how the occupational therapist team is assessing your needs, or how your local council is dealing with your application for a Disabled Facilities Grant, you will need to complain to them.

Once work is complete

We are responsible for maintaining all the equipment installed by us. If the equipment needs regular servicing we will arrange a service contract.

Let us know what you think

Your comments are important to us. Once the work is finished we will ask your views about the work and the service we delivered. Your views will help us improve the service we offer you.

For help with translations, or if a large type, Braille or taped summary would be useful, please contact the Service Centre.

Arabic

لمساعدتك في الترجمة يرجى الاتصال بمركز الخدمة على هاتف 0300 303 1771.

Bengali

অনুবাদ সাহায্য পেতে হলে সার্ভিস সেন্টারে 0300 303 1682 নম্বরে ফোন করুন।

French

Si vous souhaitez recevoir de l'aide avec vos traductions, appelez le 0300 303 1771.

Somali

Wixii ah caawimo turjumaan ka soo wac Xarunta Adeegga telefoonka 0300 303 1771.

Spanish

Si necesita que le ayudemos con alguna traducción, llámenos al 0300 303 1771.

Turkish

Tercüme konusunda yardım için 0300 303 1683 'den Hizmet Merkezi'ni arayın.

Contact us

Service Centre opening hours, 8am to 8pm, Monday to Friday

If you live on the UK mainland, phone **0300 303 1771**

If you live on the Isle of Wight, phone **0300 303 1772**

Email service.centre@shgroup.org.uk Website www.shgroup.org.uk

Write to **Service Centre, Southern Housing Group, PO Box 643, Horsham RH12 1XJ**

