



herefordshire
HOUSING

Aids and Adaptations

Helping you to live independently

Delivering
quality housing
services to diverse
communities

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Helping you to
live independently

Our Aims

**Herefordshire
Housing aims, where
possible, to ensure
that our tenants can
live independently in
their own homes by
providing and
supporting
adaptations to their
properties that suits
the residents' needs**

Working in Partnership

The Council can authorise a means tested Disabled Facilities Grant (DFG) to people requiring adaptations to their property. Herefordshire Housing, in agreement with the Council, has also set a yearly

budget to carry out adaptations to its own properties up to a set amount, and will assist tenants and/or their carer in making an application to the Council for a Disabled Facilities Grant for more expensive adaptations.

Normally the needs of a tenant will be assessed by an Occupational Therapist to establish the exact need and requirement of the disabled person and / or their carer. Following a referral from the Occupational Therapist, either the Council or Herefordshire Housing will ensure that the requested work is completed, using competent contractors experienced in adapting properties.

The role of the Occupational Therapist

The Occupational Therapy team, based within Herefordshire Primary Care Trust, provides a specialist assessment service for people with disabilities and their carers. They will generally visit your home to carry out an assessment and may recommend a range of options including provision of advice, equipment or adaptations to the property to suit your needs.

Provisions of some of these services are subject to eligibility criteria. All referrals received by the Occupational Therapy team are prioritised according to the current risks to you and/or your carer and there is a waiting list for assessment for non-urgent requests.

What works will be referred to the Council?

- Requests for **major work** over **£2,000**, and where you are not due to receive an internal improvement, will be carried out by the Council through a **Disabled Facilities Grant (DFG)**. Typical examples of adaptations for this amount are:
 - Walk-in showers
 - Curved track stair lifts
 - Large adaptations or (in exceptional circumstances) extensions to properties

This would require a visit and referral from an Occupational Therapist, and you need to be aware that it can take several months to organise this visit. The DFG application is also means tested, which means that, depending on your circumstances, you may not be eligible to receive the grant. The Occupational Therapist would also decide what priority your application would be and award points depending on what priority it is given.

- In order to help you, Herefordshire Housing will assist you in completing the DFG application. This is normally done by your Neighbourhood Officer who will contact you directly to find out if you need assistance. When the Council sends out the preliminary application form you should receive a letter informing

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you that your Neighbourhood Officer can help you to fill in the form and the letter will provide their contact details. If required we can monitor works provided by the Council, and we will endeavor to inspect all completed works.

- When considering options to meet your needs, the Occupational Therapist may discuss moving to a more suitable property rather than adapting your home. Where appropriate, the Occupational Therapist will liaise with your Neighbourhood Officer to discuss this further where a move may be your preferred choice or a more reasonable or practical option to meet your needs. Your Neighbourhood Officer would be able give you further advice to help you apply for a move through the Home Point choice based letting system.

What works will Herefordshire Housing carry out?

There are three ways Herefordshire Housing can help you.

1. Herefordshire Housing has agreed to complete all minor works up to £500, without the need for an Occupational Therapist to do an assessment. Adaptations up to this value are likely to be:

- Grab rails
- Lever taps
- Small ramps and step alterations

To request one of these minor adaptations, you can contact your Neighbourhood Officer or the Asset and Partnering Team on the telephone number listed at the back of this leaflet. Where possible, we will offer you appointments to carry out these minor works.

2. In addition to the above, Herefordshire Housing will undertake adaptations up to £2,000, subject to a referral from an Occupational Therapist. Typical examples of these types of adaptations include:

- Large ramps
- Straight track stair lifts
- Over-bath showers

Where possible, we will offer you appointments to carry out these works.

3. Herefordshire Housing will also carry out adaptations to your home if you are due to receive an internal improvement, such as a new kitchen and/or bathroom. This means that the adaptation can be carried out at the same time as the improvement. This will be subject to an Occupational Therapist assessment. However, if necessary, Herefordshire Housing will agree to employ an external Occupational Therapist in order to speed up the process and to ensure that all improvement and adaptation works are completed together. This process would not be means-tested.

Timescales

We have consulted with customers to agree and set the following timescales when adapting your home. The timescale starts once Herefordshire Housing receives the referral or request for the aid or adaptation and finishes once we accept the work as complete on site:

Works up to £1,000, such as grab rails, shower seats, ramps, etc	10 working days
Works up to £2,000, such as larger ramps, stair lifts and over-bath showers	20 working days

When the Work is completed

Herefordshire Housing will undertake a detailed inspection of the work carried out either by Herefordshire Housing or by the Council, to ensure that it is of high quality.

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You will receive a satisfaction form, which will give you the opportunity to tell us your opinion of the work carried out and to find out if you are satisfied with the finished standard. Once both you and we are happy with the finished standard, the works will be confirmed as finished.

The work Herefordshire Housing carries out will have a twelve month guarantee, where the contractor will replace or make good any failures or defects during this time, subject to it not being caused by abuse or neglect.

If you do experience a fault, you will need to contact Herefordshire Housing directly and we will arrange for the contractor to visit you.

If your adaptation requires a repair or renewal after the twelve month guarantee period, please contact our Property Services Team on **(01432) 384124**

Servicing of adaptations

Herefordshire Housing will carry out a periodic service once an adaptation has been installed.

Removal of redundant aids

Where ever possible, where an aid or adaptation is no longer needed, Herefordshire Housing will arrange for it to be removed and stored, ready for re-use on a future request. This helps Herefordshire Housing to make full use of the available adaptations budget.

Your obligations

While we carry out this work, we would be grateful if you could:

- Allow us full access during working hours to complete the works

- Keep children out of harms way
- Keep any animals locked away
- Inform us immediately if you have any concerns

General Information

If you wish to discuss adapting your home to better suit your needs or a relative's needs due to their disability, or if you have any concerns during the work, please contact our Asset and Partnering Team on our direct telephone number **(01432) 384057**.

Alternatively, you can email us at **assets@hhl.org.uk**.

Our office opening hours are:

Monday to Thursday: 8.45am to 5.15pm

Friday: 8.45am to 4.45pm.

We are available in the contact centre to answer the phone from 8.30am onwards

Our address is:

**Asset and Partnering Team, Herefordshire Housing Ltd,
Legion Way, Hereford, HR1 1LN.**

If you would like this information in Large Print, Braille or, Audio format, please call **01432 384011**.

Minicom users please call: **(01432) 378487**

Informacje na temat zasad wprowadzania ulepszeń w wynajmowanych nieruchomościach. Osoby, które chcą otrzymać tłumaczenie tego dokumentu prosimy o kontakt pod nr tel. (01432) 384011.

Это - информация об улучшениях жилого фонда. Если вам нужен перевод этой информации, пожалуйста, звоните (01432) 384011.

Estas são informações sobre melhorias às propriedades. Se pretender obter esta informação traduzida ligue para (01432) 384011.

Tai informacija apie pastatų patobulinimus. Jei norėtumėte gauti šios informacijos vertimą, prašom skambinti telefonu (01432) 384011

Head Office:

Legion Way, Hereford, HR1 1LN.

Central telephone: (01432) 384000

Central fax: (01432) 384198

Email: info@hhl.org.uk

City Centre Office:

One-Stop Shop, 84-86 Widemarsh Street,
Hereford, HR4 9HG.

Telephone: (01432) 346070 Fax: (01432) 346089

South Wye Office:

Jubilee Court Community Facility, Kilvert Road,
Newton Farm, Hereford, HR2 7FE.

Telephone: (01432) 346091 Fax: (01432) 379260



business for neighbourhoods

Herefordshire Housing Limited Registered Office: Legion Way, Hereford, HR1 1LN

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