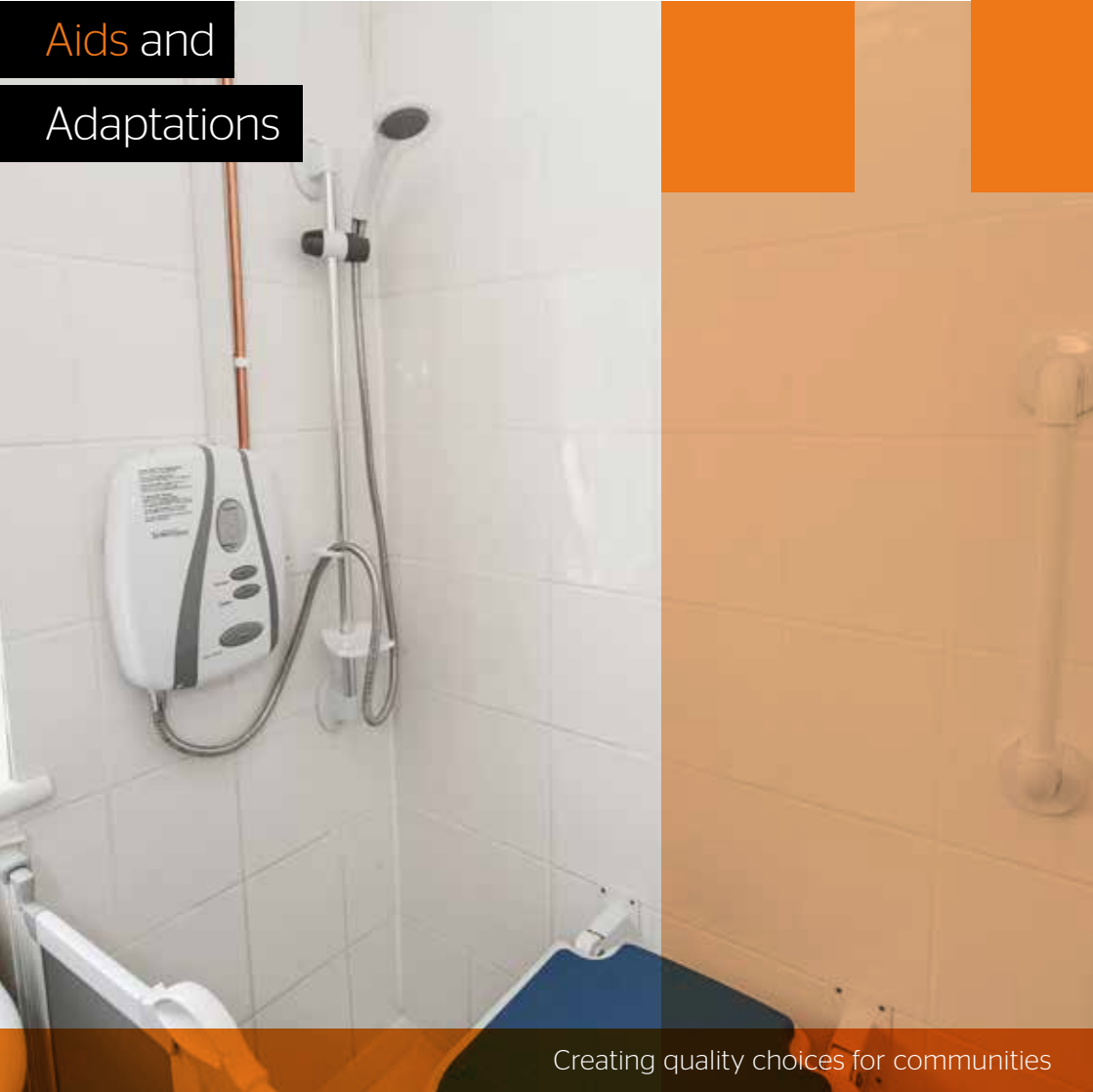




herefordshire housing

>People >Homes >Communities

Aids and Adaptations



Creating quality choices for communities



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 Local Authority can authorise a means tested Disabled Facilities Grant (DFG) to people requiring adaptations to their property. Herefordshire Housing, in agreement with the Local Authority, 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 Local Authority 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 Local Authority 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 teams, based within Herefordshire Council and the Wye Valley Trust provide specialist assessment services 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 DFG grant. Typical examples of adaptations for this amount are:
- Level access 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.

- In order to help you, Herefordshire Housing will complete a Landlords consent application so there is no need for you to complete a DFG application. 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 (please see page 4 for more details). 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 HHL Connect 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. We will look at your request and your existing home as their will be occasions when we will not give approval for the adaption. This maybe because your home is a first floor flat or you are under occupying the property. Where this is the case the Neighbourhood Officer will see if there is a property that has already been adapted which you may be able to be moved to and which suits your needs.

What will Herefordshire Housing give permission for?

Some major adaptations between £1,000 and £2,000 and works referred to the Local Authority for a DFG will normally only be given permission if the property is a ground floor flat or bungalow or for example if there is a member of the family such as a child with a long term need.. There are exceptions to this depending on your family needs and you can discuss this with our Surveyor.

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

We will carry out a detailed inspection of the improvement to ensure that it is of a high quality and is complete. You may also be asked to complete a questionnaire which will give you the opportunity to tell us your opinion of the work carried out and find out if you are satisfied with the finished standard. Once both you and we are happy with the finished standard, the improvement will be confirmed as finished.

If you experienced any faults following the improvement work, please contact us and we will arrange for an inspector to visit you.

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 equipment 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. In addition, any unused equipment provided by the Herefordshire Council Joint Equipment Service should be returned to Herefordshire Council for re-use.

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 HHL Connect team on our direct telephone number 0300 777 4321.

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

Our office opening hours are:
Monday to Friday: 8.30am to 5pm

Phones: 8am to 8pm

Our address is:
HHL Connect Team, Herefordshire Housing Ltd, Legion Way, Hereford, HR1 1LN

If you require this information leaflet in Braille, large print or audio format please call
0300 777 4321

Minicom users please call: (01432) 378 487

Versions in other languages

Polish

Informacje na temat zasad wprowadzania ulepszeń w wynajmowanych nieruchomościach. Osoby, które chcą otrzymać tłumaczenie tego dokumentu prosimy o kontakt pod nr tel. 0300 777 4321.

Russian

Это - информация об улучшениях жилого фонда. Если вам нужен перевод этой информации, пожалуйста, звоните 0300 777 4321

Portuguese

Estas são informações sobre melhorias às propriedades. Se pretender obter esta informação traduzida ligue para 0300 777 4321.

Lithuanian

Tai informacija apie pastatų patobulinimus. Jei norėtumėte gauti šios informacijos vertimą, prašom skambinti telefonu 0300 777 4321

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Head Office

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