






Aids and Adaptations to Your Home



 **Westward**
Housing Group
Incorporating Westcountry Housing and Tarka Housing

If you or someone you know would like this *Aids and Adaptations to Your Home* leaflet on CD  or audio tape , in large print , in Braille , or translated into another language  please contact our Communications Team on 01803 217560 or email info@westwardhousing.org.uk

如果您或您的朋友，需要將「幫輔設施改建」以大字體、盲文或其他語言印刷在 CD 或數碼錄音帶上，請撥打電話 01803217560 或發送電子郵件至 info@westwardhousing.org.uk 與我們的通訊團隊聯絡

Si vous, ou quelqu'un que vous connaissez, désirez obtenir le dépliant « Aides et adaptations » (« *Aids and Adaptations* ») en version CD ou cassette audio, en gros caractères, en braille ou traduit dans une autre langue, veuillez contacter notre équipe Communications au 01803217560 ou par mail à info@westwardhousing.org.uk

Jeśli Państwo lub Państwa znajomi chcieliby otrzymać niniejszą ulotkę „Wsparcia i Przystosowania” na płycie CD, na kasecie, w formacie dużym drukiem, w alfabecie Braille’a lub w innej wersji językowej, prosimy skontaktować się z naszym zespołem ds. komunikacji pod numerem telefonu 01803 217560 lub napisać na adres e-mail: info@westwardhousing.org.uk

Caso deseje ou conheça alguém que deseje este documento, intitulado “Aparelhos auxiliares e Adaptações” em CD ou cassete áudio, num formato ampliado, em Braille ou traduzido para outra língua, por favor contacte a Equipa de Comunicações (Communications Team) através do número 01803 217560, ou por e-mail, para info@westwardhousing.org.uk

Helping to improve your quality of life

Westcountry Housing and Tarka Housing appreciate that independence is important to all of us for our quality of life. So we are committed to meeting your needs for safe and suitable accommodation, independence, privacy and dignity.

We aim to help you to live independently and comfortably in your homes for as long as practically possible, with minimum intrusion or intervention.

Providing an adaptation is not just a matter of equipment and building work, it is about you and how your living environment can have an enabling or disabling impact.

Although it is our and the local authorities' responsibility to determine what is reasonable and practical, it is our aim to involve you, the customer, at each stage of the process and to respect your input.

This is the case whether the person needing aids and adaptations is the tenant or is another member of the tenant's household. We will carry out a customer satisfaction survey following every adaptation that we complete.



Talk to us first!

We are a one stop shop to help you through this process.

Tarka residents: 01237 428080

Westcountry residents:
0300 100 1010

How can you access these services?

You should make the request directly to the Maintenance Team at Westcountry or Tarka for any adaptations.

A surveyor will first assess the work, then if the case is complicated or is estimated at more than £1,000 an occupational therapist will be asked to visit as well. This will ensure an accurate assessment is provided which is best suited to your needs.

A full list of adaptations that can be provided is available from the Maintenance Teams on request.

Before deciding if an adaptation can take place, the following points will be considered:

- ✓ your circumstances
- ✓ whether you are eligible for a Disabled Facilities Grant
- ✓ the constraints i.e. the suitability of the property
- ✓ whether the adaptation is technically feasible
- ✓ whether the proposal will meet the identified needs
- ✓ whether it can be achieved at reasonable cost
- ✓ whether it can be achieved in a reasonable time frame

What happens if the adaptation is not practical?

If barriers are found which make the adaptations impractical or difficult to achieve, then we may need to consider alternatives to the adaptation of the property.

A typical example may be where even after completing major changes to the property at high cost, the property would still only be suitable for a short time before more work or a move would be needed.

This could include looking into availability of alternative properties which may be better suited to meet your needs.

There is discretionary funding available to support the cost of such a move. In some cases this is in addition to existing local authority financial incentives for down-sizing.

In recognition of how stressful the very idea of moving can be, we pledge to:

- 1 Support you in transferring through Devon Home Choice or Cornwall Homechoice
- 2 Come with you to look over possible alternative accommodation
- 3 Help with booking and arranging removals
- 4 Help dispose of rubbish or obsolete furniture



We ensure that your views relating to any possible relocation are taken into account as part of the consultation process.

How will an adaptation be funded ?

Applications may be made for a Disabled Facilities Grant (DFG) where the local authority, Tarka or Westcountry (as appropriate) and the customer agree this is the most appropriate course of action. This ensures the best use of funds available.

All adaptations of more than £1,000 are fully means tested, except for children and young people up to a value of £30,000.

Applicants who receive a 'passport benefit' (a benefit you already receive which entitles you to receive DFG funding to adapt your home) also do not have to make any contribution, up to the value of £30,000.

The Confidentiality and Data Protection leaflet outlines the very great care we will take with any personal information you need to supply for this process. If you would like to a copy of the leaflet please visit the website or ask your housing association).

Both Tarka and Westcountry Housing have an annual budget set aside for adaptation work on their housing stock.

Regardless of the funding source, all adaptation requests should be made to your own landlord.



Timescales

Minor adaptations should normally be carried out within ten working days wherever possible. Other more serious work is prioritised into three main timeline categories:

Category	*Up to:
A. Danger	4 months from occupational therapist referral
B. Deterioration	6 months
C. Difficulty	12 months

* where reasonably possible

A – Danger

- ◆ Immediate risk to the tenant's health and safety.
- ◆ The tenant cannot be discharged from hospital unless the adaptation is carried out
- ◆ The tenant cannot carry out the essential functions of toileting or washing with or without help.

B – Deterioration

- ◆ Difficulty carrying out essential activities but is able to manage with available support.
- ◆ A threat to health and safety may occur if an adaptation is not carried out.
- ◆ The absence of an adaptation prevents or seriously inhibits mobility around and use of the home.

Priority C – Difficulty

- ◆ The tenant is unable to maintain a satisfactory quality of life.

Once work is under way

Our surveyor will inspect the work in progress and will discuss any issues that you may have, in order to resolve them with the contractor.

When the work is completed, our surveyor and the occupational therapist (if necessary) will arrange an appointment with you to inspect the work and ensure that the adaptation meets your needs.



Westcountry
Housing 
A member of Westward Housing Group

Tarka
Housing 
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Hatfield Road
Torquay
TQ1 3HF

Gammaton Road
East-the-water
Bideford
EX39 4FG

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0300 100 1010

Repairs and Maintenance:
0800 107 8191

Neighbourhoods:
0300 100 1015

Housing Management:
01237 428090

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business for neighbourhoods



business to support people

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