



Your guide to our

DISABLED ADAPTATIONS POLICY



DISABLED ADAPTATIONS

1. Commitment

The Association is committed to the provision of adaptations in order to restore or enable independent living, privacy, confidence and dignity for our residents and their families.

The Association aims to provide an individualised solution to the problems of a person experiencing a disabling environment by providing adaptations that are delivered sensitively, fit for the purpose identified by the disabled person and within a specified time scale.

2. What are aids and adaptations?

Aids and adaptations are changes to your home to help you, or a member of your household, who has a medical condition or physical disability that limits their daily activity. Adaptations can help you in many ways to stay in your home safely and live independently. For example, adaptations can make it easier to get in and out of your home, get up and down stairs and to use the bathroom.

Minor adaptations include providing and fitting hand or grab rails, and replacing ordinary taps to the sink, wash hand basin and bath with lever taps.

Major adaptations include widening doorways, building access ramps, altering kitchen units, replacing a bath or low level shower with a level access shower, and fitting a stair-lift or ceiling hoist.

3. How do I apply?

Contact us by telephone (free phone 0800 0287428), write to us at the address shown on the back of this leaflet or speak to a member of staff. We will make a note of your request and arrange for a member of staff to visit you to discuss it in more detail. Alternatively, you may contact your local Council's Social Services or Occupational Health Department.

4. What happens next?

If the adaptation you need is minor and likely to cost less than £750 then our member of staff who visits you will discuss it with you and assess the suitability of the adaptation. However, if the adaptation is major, likely to cost more than £750 and/or our member of staff is uncertain of the most suitable adaptation to meet the needs of the disabled person then the request will be referred to your local Council's Occupational Health team for assessment and funding.

5. How long will it take?

We aim to provide minor adaptations within four weeks of receiving your request. We aim to refer requests for major adaptations to your local Council within 28 days. The timescale for providing a major adaptation will then be dependent on the length of time taken for the occupational health assessment and the tendering of the work.

We will work in partnership with the other agencies to ensure that requests are dealt with the minimum of delay, and we will keep you informed of the progress of your request.

6. Funding

The Association has an annual budget for funding adaptations and will actively seek partnership agreements with Local Authorities for joint funding. We will fund minor adaptations up to the value of £750. However, to make the best use of our resources and before funding a major adaptation, the following will be investigated and discussed with you:

- Alternative sources of funding, in particular Disabled Persons Facilities Grant and charitable sources of funding.
- Transfer - a priority transfer to more suitable accommodation

7. What if it is not possible to adapt my home?

It may not be possible to adapt your home due to its size or design or because your needs are highly specialised. In these circumstances you may wish to consider moving and we will do all that we can to help you to find a more suitable home.

8. Refusing requests for adaptations

We may refuse a request for an adaptation if this would increase and/or prolong the disabled person's dependency; if the property is structurally unsuitable; if the adaptation will make the property difficult to re-let in the future; if a suitable alternative property is available; or if a Right to Acquire or Right to Buy application has been submitted.

9. Newly built homes and planned improvement works

Disabled Persons units in new developments will be fitted with adaptations to suit individual applicants whenever possible.

We will provide assisted bathing facilities within sheltered schemes wherever possible. In addition, when carrying out planned improvement works and where the construction and design of the building allows, a 'wet floor' shower facility will be offered instead of an over bath shower. We will also endeavour, wherever possible, to use a design which facilitates the installation of a bath on change of tenancy.

10. Moving home after adaptations have been installed

If an adaptation has been provided to enable you to continue living independently in your home then you will not be considered for a transfer to another property. However, if your circumstances change such that the property becomes unsuitable again in the future then you may apply for a transfer to more suitable accommodation.

11. Maintenance, removal and re-use of adaptations

We will maintain any existing adaptation or equipment provided with our agreement that is still needed to meet the needs of the disabled person for whom it was provided.

We may remove, on request equipment such as stair-lifts that are no longer needed due to bereavement or a permanent change in the household.

Major adaptations carried out to a property will be retained when the property is re-let and maintained by the Association.

We will seek to match previously adapted properties to the needs of applicants on the waiting list.

12. Installing your own adaptations

We will provide technical advice and assistance to those who are able and willing to self-fund their own adaptations.

13. Appeals & complaints

There is a right of appeal against any decision made by the Association in relation to the provision of adaptations. An appeal can be made through the Association's complaints procedure.



Information can be made available in other languages, or other formats such as Braille or Audio Tape, on request. Please ask a member of our staff for more information, or if you need any other help or advice. (They can arrange to speak to you in your own language if you need them to.)

L'information peut être rendue disponible dans d'autres langues, ou en d'autres formats tels que braille ou bande magnétique audio, sur demande. Veuillez demander à un membre de notre personnel pour plus d'information, ou si vous avez besoin de tout autre aide ou conseil. (ils peuvent organiser de vous parler en votre propre langue si vous avez besoin qu'ils le fassent.)

Bilgiler istenildi_inde di_er dillerde de temin edilebilir ayrıca görme özürülerin kullanabilece_i kabartma alfabesiyle veya Teyp kaseti_eklinde de hazırlanabilir. Daha fazla bilgi için veya herhangi bir konuda yardım ve tavsiye ye ihtiyacınız varsa lütfen görevli personelden birisiyle konu_unuz. (E_er ihtiyacınız varsa personelimiz sizinle kendi dilinizde konu_abilmek için bir tercüman arayabilir).

نستطيع توفير المعلومات بلغات اخرى وصيغ اخرى مثل البريل (لفاقدي البصر) والشرائط الصوتية، حسب الطلب. يرجى الاستفسار من احد موظفينا للحصول على المزيد من المعلومات او للحصول على المساعدة او الارشاد. (يستطيع موظفونا توفير وسائل اخرى للتحدث معكم بلغتكم اذا احتجتكم الى ذلك.)

该资料已被翻译为其它的语言，也有诸如盲文或录音磁带的其它形式供选。请询问我们的职员以便获得进一步的资料、其它帮助或建议。(如果你有需要，他们可以安排用你自己的语言来和你交谈。)

در صورت درخواست، اطلاعات به زبانهای دیگر در دسترس قرار خواهد گرفت و یا به هر شکل دیگر از قبیل خط برجسته و یا صدا. جهت دریافت اطلاعات بیشتر و یا دریافت راهنمایی و کمک، لطفاً از یک کارمند سوال کنید. (آنها میتوانند ترتیبی بدهند که در صورت لزوم با زبان خودتان با شما صحبت کنند.)

ز انبار پانہ بہ زمانی خواتن ده ست ده که ویت، و یا به شیوہ کانی دیکہ، لہ وانہ بہ خہ تی گہ ورہ و یا بہ دہ نگہ نہ گہ ر پیویسنت بہ ز انباری زورت، یارمہ تی و یا ناموزگار ی ہہ یہ، تکایہ پرسیار بکہ لہ یہ کیک لہ کارمہ نده کان. (نہ وان کاریکی و ادہ کہ ن کہ بہ زمانی خوت لہ گہ لتا قسہ بکہ ن.)

ਬੇਨਤੀ ਕਰਨ ਤੇ, ਜਾਣਕਾਰੀ ਦੂਸਰੀਆਂ ਬੋਲੀਆਂ, ਜਾਂ ਹੋਰ ਰੂਪਾਂ ਜਿਵੇਂ ਕਿ ਬਰੇਲ ਜਾਂ ਆਡੀਓ ਟੇਪ ਤੇ ਵੀ ਦਿੱਤੀ ਜਾ ਸਕਦੀ ਹੈ। ਹੋਰ ਜਾਣਕਾਰੀ ਵਾਸਤੇ, ਜਾਂ ਜੇਕਰ ਤੁਹਾਨੂੰ ਹੋਰ ਸਹਾਇਤਾ ਜਾਂ ਸਲਾਹ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਸਾਡੇ ਸਟਾਫ਼ ਦੇ ਕਿਸੇ ਮੈਂਬਰ ਨੂੰ ਪੁੱਛੋ। (ਜੇਕਰ ਤੁਸੀਂ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਉਹ ਤੁਹਾਡੇ ਨਾਲ ਤੁਹਾਡੀ ਆਪਣੀ ਬੋਲੀ ਵਿਚ ਗੱਲਬਾਤ ਕਰਨ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਨ।)

یہ معلومات گندارش کرنے پر دیگر زبانوں یا دیگر صورتوں، جیسا کہ، بریل (آنہری ہونی کھائی، ہینا انخاص کے پڑنے کی کھائی) کی ای ڈی اور پیپ پر بھی فراہم کی جاسکتی ہیں۔ مزید معلومات یا اگر آپ کو کسی مدد یا مشورے کی ضرورت ہو، تو براہ مہربانی ہمارے عملہ کے ممبر سے بات کریں۔ (اگر آپ کو ضرورت ہو تو وہ آپ سے اپنی زبان میں بات کرانے کا انتظام کر سکتے ہیں۔)

Contact us

Our office in Darlington, Maple House, 11 Tillage Green, Westpark Village, DL2 2GL is open between 8.30 am and 4.30pm Monday to Friday.

Free phone: **0800 0287428** | Email: info@railwayha.co.uk

www.railwayha.co.uk

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Registered Social Landlord: A1855 | Registered Charity: 1188450

Member of the Housing Ombudsman Service

