

How To Request Aids and Adaptations for Your Home

SEVEN LOCKS HOUSING

— Strong **Foundations,**
Stronger **Communities**.....

SEVEN LOCKS

HOUSING

Seven Locks Housing knows that many of its current and future customers may have different living requirements due to their disability.

We want to provide homes where people want to live. Sometimes this means altering your home as your needs change.

We work closely with Leicestershire County Council Social Care Services to provide adaptations and equipment that not only helps people maintain their independence; it can also greatly improve their quality of life.

This leaflet explains what type of service we can provide and who else may be able to help.

What is an adaptation?

An adaptation is some kind of alteration to your home to make it accessible and help you move around it independently. This could be alterations to the kitchen, bathroom or any other part of your home to make it easier for you or a member of your household to use your home to do everyday personal tasks. It may also include extra equipment, fixtures and fittings.

Who can benefit from an adaptation?

You or anyone in your household who is elderly, disabled, or less able to manage everyday personal and domestic tasks, or your carer, to make it easier for them to take care of you.






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Minor Adaptations

Seven Locks Housing will carry out minor adaptations costing £1,000 or less generally without the need for a referral from Leicestershire County Council Social Care Services.






Minor adaptations can include the following:

-  Fitting lever taps
-  Fitting a half step
-  Fitting hand rails
-  Fitting grab rails
-  Fitting a key safe to the outside of the property

Major Adaptations



If your home needs a major adaptation (see list below) you will be referred to Leicestershire County Council Social Care Services for an occupational therapist to assess your home and your needs:

Major adaptations can include the following:

-  Installing a level access shower
-  Making your home wheelchair accessible
-  Fitting a replacement kitchen for wheelchair access
-  Providing a ramp
-  Fitting a stair lift, step lift or vertical lift

What if it is not possible to adapt my home?

It may not always be reasonable or practicable to adapt your home. If this is the case, we will try to find you another more suitable home to move to. This can be done by:

-  Exchanging with another tenant ('mutual exchange')
-  Transferring to another home

We may be able to assist you in your move through the Tenants Incentive Scheme. If you would like more information on any of these options, please contact us.

Who should I contact about an adaptation?

Call us and ask to speak to our Property Services Team on 01858 414500. They will tell you if an Occupational Therapist will need to assess you or if one of our surveyors will need to visit you. If you need an assessment we will refer you to Leicestershire County Council Social Care Services or you can contact them yourself on 01858 465331

How long will I have to wait?

Simple adaptations such as installing grab rails, lever taps or fitting a key box outside of the property will usually be complete within 28 working days. More complex adaptations may take a while longer; for more information see our Aids & Adaptations Service Standards leaflet.

This leaflet gives advice about how to request aids and adaptations - If you or someone you know needs this information in another format or language, please contact Customer Service on 01858 414500.

We keep a central register of our customers' with special communication needs so you only need to tell us about your requirements once.