

Diversity statement

This leaflet is also available in other formats, including large font, audio and other community languages. If you would like to receive one of these formats, please contact BGVPHA on 020 8709 4300.

এই লিফলেট বাংলাতেও পাওয়া যাচ্ছে। একটি কপির জন্য ০২০ ৮৭০৯ ৪৩০০ নম্বরে ফোন করুন অথবা আপনার স্থানীয় অফিস থেকে একটি নিয়ে নিন। [Bengali]

Warqaddan waxaad ku helaysaa iyadoo ku turjuman afaf (luqado) kalo duwan. Haddii aad jeceshahay inaad ku hesho afkaaga, fadlan lasoo xidhiidh BGVPHA oo laga helo 0208 709 4300. [Somali]

Ce prospectus est aussi disponible en d'autres langues. Si vous desiréz avoir une copie dans votre langue, contactez BGVPHA sur 020 8709 4300. [French]

Ta ulotka jest także dostępna w innych językach, używanych w gminie. Jeżeli chcesz otrzymać tę ulotkę w swoim języku, skontaktuj się z BGVPHA pod numerem 020 8709 4300. [Polish]

Tờ thông tin này có sẵn bằng các ngôn ngữ cộng đồng khác nhau. Nếu quý vị muốn nhận một bản bằng ngôn ngữ của quý vị, xin vui lòng liên lạc BGVPHA, điện thoại số 020 8709 4300. [Vietnamese]

我们还提供其他语言版本的说明书, 如果您需要汉语版, 请致电 020 8709 4300 联系乔·兰伯特。 [Chinese]

یہ کتابچہ کمیونٹی کی دوسری زبانوں میں بھی دستیاب ہے۔ اگر آپ اپنی زبان میں حاصل کرنا چاہتے ہیں، تو براہ مہربانی جو لمبرٹ سے فون نمبر 020 8709 4300 پر رابطہ کریں۔ [Urdu]



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North River Alliance

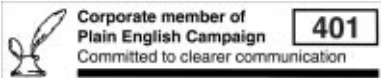
Bethnal Green and Victoria Park Housing Association
401 Mile End Road, London, E3 4PB.

Tel: 020 8709 4300 Fax: 020 8709 4400 Email: enquiries@bgvpha.org.uk

www.bgvpha.org.uk

Please note that the contents of this document do not affect your rights as stated in the terms of your tenancy. This leaflet provides you with information on the services we will deliver to you.

BGVPHA wishes to thank all the residents who contributed to the production of this document.



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BGVPHA

Committed to Tower Hamlets



Aids and adaptations



Aids and adaptations

We know that your circumstances can change. If you have a disability or you have problems getting around, your home may need adapting to meet your needs.

We will make suitable changes to your home to make it easier for you to live in.

What are aids and adaptations?

Aids and adaptations are changes to your home to help you get around more easily.

They can range from simple things such as grab rails to help you out of the bath, to ramps to your front door and showers that are the same level as the floor to make them easier to get in and out of. Aids and adaptations could even include larger changes such as a stairlift.

What happens if I need an adaptation in my home?

If you, or someone you live with, think you need an adaptation in your home, an occupational therapist will assess your needs.

The occupational therapy team works for your local council. If you live in Tower Hamlets, you can phone them on **020 7364 5948**.

If you do not live in Tower Hamlets, your local council or doctor will be able to tell you who to speak to.

If you think you need an adaptation to your home, we will send you a 'self-referral form' for you to fill in. You can send your filled-in form direct to the occupational therapy team. We can also help you fill in the form if you need us to.

Occupational therapists are specially trained and can assess your needs properly. Our staff aren't trained to do these kind of assessments.

What work will you do?

We will carry out the work recommended by the occupational therapist to make it easier for you to get around at home. We can usually carry out small adaptations within 30 days. Major work (such as putting in a stairlift) may take several months, depending on how long it takes to process your application and the type of work that is needed.

When the occupational therapy team lets us know what work we need to do, we will write to them with our response and send you a copy of our letter so you know what is happening.

We will only refuse to carry out work in very unusual circumstances, for example, if we think the work will damage the building your home is in.

How is the work paid for?

In most cases, we will pay for small changes to your home.

If an occupational therapist has recommended work and you cannot afford to do the work yourself, you can apply for a Disabled Facilities Grant from your local council. If you live in Tower Hamlets, you can get an application form for a Disabled Facilities Grant by calling 020 7364 2531. If you live in another area, ask your local council who you need to speak to.

If you are refused the grant or have to wait for a long time to get it, let us know and we will try to get funding for you.

What if I'm not happy with the service I have received?

If you are not happy with the way the occupational therapy team is assessing your needs or how your application for a Disabled Facilities Grant is being dealt with, you should complain to your council.

If you are not happy with the way we have handled your request, please contact the senior maintenance officer on 020 8709 4300. If you are still not satisfied, please follow our complaints process (you can get a separate leaflet on this from our offices or you can phone us on 020 8709 4300 to ask us to send you one).

Who will look after the aids and adaptations?

Once any new aids or adaptations have been fitted in your home, we will usually look after them. We may charge you for this through a service charge.

