

Aids and adaptations



Crystal
Mark
15731



Clarity approved by
Plain English Campaign

gateway
housing association

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.

You will need to arrange this with your local council's occupational therapy team.

Tower Hamlets: 020 7364 5948
Hackney: 020 8356 6262
Newham: 020 8430 2000

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 we will apply for a Disabled Facilities Grant from your local council 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 customer service manager 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.

You can ask for this leaflet in large print, on audio tape or in another language. Please contact us on 020 8709 4300.

আপনি এই লিফলেটটি বড় ছাপায়, অডিও টেপে বা অন্য যে কোন ভাষায় পেতে পারেন। দয়া করে আমাদের সাথে যোগাযোগ করুন ০২০ ৮৭০৯ ৪৩০০ নম্বরে। [Bengali]

Waxaad dalban kartaa warqaddan oo ku daabacan farta waawayn, iyadoo ku duuban cod ama ku tarjuman luqadaha beesha. Fadlan nagala soo xidhiidh telefoonka ah 020 8709 4300. [Somali]

Możesz poprosić o tę ulotkę drukowaną dużą czcionką, w postaci zapisu audio lub w innym z języków społeczności. Skontaktuj się z nami pod numerem telefonu 020 8709 4300. [Polish]

Quý vị có thể xin tờ rơi (tờ thông tin) này bằng khổ chữ lớn, bằng ghi âm hoặc tiếng nói khác trong cộng đồng. Xin vui lòng liên lạc với chúng tôi, điện thoại số 020 8709 4300. [Vietnamese]

你可要求這份單張的大字印刷本、錄音或其他社區語言的版本，請致電 020 8709 4300 與我們聯絡。 [Chinese]

آپ یہ کتابچہ بڑے حروف، آڈیو یا کسی دوسری کمیونٹی زبان میں طلب کر سکتے ہیں۔ براہ مہربانی ہم سے فون نمبر 020 8709 4300 پر رابطہ کریں۔ [Urdu]



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INVESTOR IN PEOPLE



North River Alliance

Gateway Housing Association

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Residents: 020 8709 4300

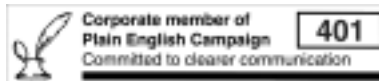
General enquiries: 020 8909 4409

Fax: 020 8709 4400

Email: enquiries@gatewayhousing.org.uk

www.gatewayhousing.org.uk

This leaflet gives you information on the services we will provide to you.
The leaflet does not affect your rights as set out in your tenancy agreement.
Thank you to all the residents who helped to produce this leaflet.



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