

YOUR GUIDE TO

Aids and Adaptations



We offer an aids and adaptations service to all tenants. This guide sets out how you can request support to help you to remain living in your home comfortably.

Minor Adaptations

A minor adaptation could make a major difference to the quality of your life, or that of a household member. These are relatively straightforward changes we may be able to make at no cost to you, and can include:

- Grab rails
- Extra banister rails
- Key safes
- Drop down rails
- Lever taps

You don't need to provide medical evidence that you need them.

How to request

Please call us on **0800 9530213 (option 1)** or e-mail adaptations@communitygateway.co.uk.

What to expect

We will contact you **within two working days** from the date of your request and arrange for a member of staff to speak with you.

If a visit is needed, a member of staff will come out and conduct an inspection.

If the adaptation is needed, we will carry out the work within 20 working days, and a member of staff will be on hand to guide you through the process.

Major Adaptations

Any adaptations that cost over £500 are classed as a major adaptation. These are changes that will allow you to remain living in your home, again at no cost to you. These include:

- Special-access showers
- Stair lifts
- Ramps
- External handrails

How to request

Please call us on **0800 9530213 (option 1)** or e-mail adaptations@communitygateway.co.uk.

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www.communitygateway.co.uk

What to expect

We will contact you **within two working days** from the date of your request and arrange for a member of staff to visit you at home to discuss in more detail the problems you are experiencing.

When making our decision, we will consider:

- The short and long-term medical need of the applicant
- The family / household circumstances
- Suitability of the property to be adapted

If we feel we can progress your application, we will ask you to request an assessment from a Social Services Occupational Therapist. Please call 0300 123 6720 to arrange an assessment.

We may need to seek funding for major adaptations to be carried out. This may require you to provide sensitive information to a third party, however we will support you through this process.

If there are reasons why we can't make changes or help you to get equipment, we will explain these to you and discuss your options with you. This may include moving you to a home that better matches your specific needs.

What if I'm dissatisfied with the outcome?

You have the right to complain if you're dissatisfied with the outcome. You can make a complaint by:

- **Emailing complaints@communitygateway.co.uk**
- **Calling us on 0800 953 0213 (option 6)**
- **Visiting our website at www.communitygateway.co.uk/comments-complaints-and-compliments**

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