

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 £1000 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

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The logo for Community Gateway, featuring the word 'community' in a multi-colored font (blue, green, yellow, red) and 'gateway' in a solid blue font below it.

www.communitygateway.co.uk