



Aids and adaptations

How can we help?

OUR AIDS AND ADAPTATIONS SERVICE PROVIDES ASSISTANCE TO TENANTS WHO HAVE A DISABILITY OR ARE EXPERIENCING DIFFICULTY GETTING AROUND THEIR HOME.

THE SERVICE AIMS TO ENABLE PEOPLE TO LIVE IN THEIR CURRENT HOME AS LONG AS POSSIBLE TO ENJOY INDEPENDENT LIVING, PRIVACY AND DIGNITY.

Who can apply?

All tenants and permanent members of their household are eligible to apply for assistance through the Aids and Adaptations Service provided they have resided in their property for 12 months. For tenants with exceptional circumstances and residents of Housing with Care, Sheltered Housing or Over 55s schemes, we may be able to provide assistance within the first 12 months of the tenancy.

Shared Ownership / Intermediate Rent customers

We are unable to fund any adaptations to Shared Ownership properties and will advise owner occupiers to apply for a Disabled Facilities Grant via their Local Authority. We will fund minor works for Intermediate Rent properties such as grab rails and lever taps, but requests for major adaptations will be considered on an individual basis and cannot be guaranteed.

How does it work?

Our budget for Aids and Adaptations is split into two categories; minor works (costing less than £500) and major works (costing more than £500) and the processes for these are as follows:

Minor works (costing less than £500)

Minor works, for example; grab rails and lever taps can be requested directly by the tenant, scheme manager or a health professional and added straight to the Association's waiting list.

Major works (costing over £500)

Major works, for example; showers and stair lifts, need to be recommended by an Occupational Therapist before being added to the Association's waiting list.

An Occupational Therapist will assess the suitability of your home for your needs and will recommend any aids or adaptations required to the property directly to us. To request a Needs Assessment Visit by an Occupational Therapist you should contact your Local Authority's Integrated Housing Adaptation Team for the area in which you live. This will be the same Local Authority as where you pay your Council Tax to.

Breckland District Council

01362 656393

Broadland District Council

01603 430641

Great Yarmouth Borough Council

0344 800 8020

**King's Lynn & West Norfolk
Borough Council**

01553 616200

North Norfolk District Council

01263 516060

Norwich City Council

0344 980 3333

South Norfolk District Council

0808 168 5227

For tenants living in the East Suffolk Council or Ipswich Borough Council areas, please contact Orbit Housing on 0800 121 7711.

How does it work?

When requesting a Needs Assessment it is important to give them as much detail as you can about the difficulties you are having, as your request will be prioritised accordingly.

All requests will be given a priority grade between 1 and 5, with 1 being the most urgent. Your request will be graded by us directly or by your Occupational Therapist, depending on your priority of need. We will always aim to deal with your request as quickly as possible.

Timescales

We aim to have the aid or adaptation to your home completed within the following timescale targets based on your assessment of need:

Minor works (costing less than £500)

4 weeks from initial request.

Major works (where quote required)

Completed within 12 weeks of funding approval.

Specialist equipment (stair lift/ hoisting equipment) works

Complicated adaptation work may require specialist technical support or approval from Building Control which may delay completion.

Other factors to consider

We only receive limited funding for this service and there are occasions, due to budgetary constraints, where we are unable to fund all aids or adaptations requested within the current financial year and therefore do not meet the timescale targets.

In this instance you will be contacted and added to a waiting list or, if you have a high priority, we will assist by recommending alternative funding sources where possible.

We can only fund works up to £500 per tenant per financial year due to the limited budget. In cases where works cost over £500, we can assist you to apply for a Disabled Facilities Grant via your Local Authority or help you look for donations from relevant charities. Please be aware that Disabled Facilities Grants are means tested by the Local Authority and tenants may be asked to contribute towards their adaptation.

There may be occasions where your home may not be suitable for the adaptations required and we will discuss other options with you such as re-housing you into a property that is more suitable for your needs or can be more readily adapted.

Contact us

Should you wish to discuss our
Aids and Adaptations Service,
please contact:

Aids and Adaptations

Broadland Housing Association Ltd

NCFC

Carrow Road

Norwich, NR1 1HU

Tel. **0303 303 0003**

Email: **adaptations@broadlandgroup.org**

Broadland Housing Head Office:

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NCFC Carrow Road, Norwich
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TENANTS
ONLINE