



Customer information

AIDS AND ADAPTATIONS

We're committed to enabling disabled tenants to stay in their homes wherever possible, by adapting properties to suit their individual needs.

That's why each year we make a budget available to carry out this type of work.

What type of work is covered?

Examples include:

- Making access to the home easier (for example by widening doors and installing ramps)
- Improving access to bathing facilities (for example by installing shower facilities, stairlifts or ground floor bathing facilities)
- Improving or providing a heating system which is suitable to the needs of the disabled person

Every request is looked at individually.

If you would like this or any other LHA publication explained, translated or made available in another format such as large print, audio or Braille, please contact your nearest LHA office.





How do I get the work done?

We don't employ staff who are qualified to assess your individual needs, so therefore use specialist outside help.

We will request an Occupational Therapist (OT) assessment of your needs before starting any work, so we can be sure the aid or adaptation is the best possible solution.

How do I get an Occupational Therapist's assessment?

The Social Services department at your local council employs Occupational Therapists who can assess what adaptations you may need.

You may contact Social Services personally to request an OT assessment or ask us to do so, on your behalf. OT assessments are free of charge.

The OT will then write to us with recommendations for adaptations to be carried out.

Once we've received the recommendations from the Occupational Therapist, we will visit your home to assess that the work recommended is reasonable and practicable (depending on the age and condition of the property).

The work will then go ahead, provided the money is available.

What if the budget for aids and adaptations has been used up?

While we would like to be able to carry out all necessary adaptations work we only have a certain amount of money available each year.

If, at the time of your request, the budget has been used up we'll inform you of this, and give you information about other possible sources of funding for the work.

You could apply for a Disabled Facilities Grant to fund the work - you should contact your local social services department about this. However, you will be kept on the waiting list and we'll contact you once further funding becomes available.

If you're able to access alternative funding, we're committed to giving permission for work to proceed, wherever reasonable and practicable.

Should you have any queries, please contact a member of the Property Services team at your regional office.