

Aids and Adaptations



We want all of our customers to enjoy their homes and be comfortable in them. There are a number of disabilities that can affect the way in which you are able to use your home and we would like to help you overcome such difficulties.

How we can help you

We may be able to help you remain in your home or use it more fully by carrying out adaptations to the property to meet your needs. The type of adaptations we are able to carry out include:

Minor Adaptations

1. Installation of grab rails or handrails
2. Installation of fixed toilet frames
3. Installation of lever taps to washbasins, sinks and baths
4. Installing or moving entry phones

Major Adaptations

1. Installing a level access shower to replace a bath
2. Installing a permanent ramp to a doorway
3. Installing stair lifts or through floor lifts
4. Internal alterations to walls and doorways

We will install most minor adaptations at your request and without an Occupational Therapist's report.

However, requests for major adaptations will always need to be accompanied by an Occupational Therapist's recommendation.



Who is the service available to?

This service is available to residents of rented properties owned by Hightown. It is not available to leaseholders or shared owners, but in these cases we are happy to offer you advice.

Paying for the work

Minor adaptations will be funded through a special budget set aside by Hightown purely for this purpose.

Major adaptations will usually need to be funded through a Disabled Facilities Grant (DFG). We will refer you to the Adult Care Services at your Local Authority who can advise you on how to apply for the grant. The DFG is means tested and you might be required to make a contribution towards the cost of the work.

How quickly will the work be done?

Requests for minor adaptations will be carried out as soon as possible. We will make a decision and place the order for the work within 14 days of your request. The installation will then be arranged by appointment with you.

Major adaptations can take longer due to the process of obtaining the Disabled Facilities Grant.

Moving

Sometimes it is not practical for us to carry out adaptations to your home, because of its size, construction, location or the amount of adaptations required. In these situations we may encourage you to move to a property more suited to your needs, or one that is more easily adapted.

More information

If you think that you or a member of your household may benefit from any of the assistance explained in this leaflet, or if you would like to discuss the subject further, please contact the Repairs Team on 01442 292301 or email: maintenance.services@hightownha.org.uk.



If you would like to receive this information in another language, on audio tape/CD, in large print or Braille, please call 01442 292300.

Kung gusto mong makatanggap ng impormasyong ito sa ibang salita, tape, CD, malaking sulat o' Braille, tumawag lang sa 01442 292300

Se desiderate ricevere queste informazioni in un'altra lingua, su audiocassetta/CD, a caratteri ingranditi o in Braille, vi preghiamo di contattare il numero telefonico 01442 292300.

Jeśli chciałbyś/chciałabyś otrzymać te informacje w innym języku, na taśmie audio lub CD, dużą czcionką lub Braillem, proszę zadzwonić pod nr: 01442 292300.

如欲以其他語言獲得此資料，或此資料的錄音帶 / 光碟，大 字 版或凸字版，請聯絡01442 292300。

Se for do seu interesse obter estas informações em outro idioma, em gravação em fita ou CD, em letras garrafais (letras grandes) ou Braille, favor entrar em contato através do número 01442 292300.

Jos haluaisitte saada tämän tiedon muulla kielellä, kasetilla tai CD:llä, isona tekstinä tai pistekirjoituksena, olkaa hyvä ja ottakaa yhteyttä numeroon 01442 292300.

اگر آپ کو یہ معلومات کسی دوسری زبان، آڈیو ٹیپ / سی ڈی، بڑی ہچپائی یا بریل میں درکار ہے، برائے مہربانی رابطہ کریں
01442 292300

এই তথ্যগুলি যদি আপনি অন্য কোনও ভাষায়, বা অডিও টেইপ বা সিডিতে, অথবা বড় হরফে বা ব্রেইলে পড়তে চান, তাহলে অনুগ্রহ করে 01442 292300 নাম্বারে যোগাযোগ করুন।

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A charitable housing association.

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