We want to help out customers who have additional support needs by adapting homes to suit their needs. Adaptations range from minor changes, such as fitting grab rails, to major changes, like graded floor showers.

The information in this leaflet explains how we classify major and minor adaptations, how to apply, what to expect and the options available.
Who is your landlord

If we manage your home on behalf of another landlord (for example, Legal and General Affordable Homes) different terms and conditions may apply. If we’re not your landlord, please contact us to confirm the rules first. If you’re not sure who your landlord is, please check your tenancy agreement or contact us on 0300 555 0500 or email: enquiries@chp.org.uk.

What are adaptations?

Adaptations are permanent changes to your home, which enable you to carry out day-to-day tasks while continuing to live safely and independently. Alterations to your home to meet your long-term needs can make a big difference to your quality of life.

Getting the right adaptation

Occupational Therapy (OT) teams (employed by Social Services), social care and hospice care teams will consider what adaptations are necessary and appropriate for your needs.

The OT team will visit you in your home to complete a specialist assessment. They will look at your daily tasks and the difficulties you experience. They will send us a referral if they recommend a major adaptation. We will contact you with more details if this happens.

Major adaptations

Major adaptations mean there will be extensive structural alterations to rooms or the property, or the cost of work will be more than £750. Examples of major adaptations include:

- Graded floor shower to replace the bath
- Thermostat controlled shower over the bath
- Permanent ramp to a doorway
- Stair lifts and through-floor lifts
- Alternative or extra heating
- Building an extension
- Internal alterations to walls and doorways
Before we agree any major adaptations we will need a written recommendation from an occupational therapist. We will also need to consider if these recommendations are both reasonable and practical for the property.

We will normally make alterations without you having to leave your home. If the work is substantial and it would be unsafe for you to remain in your home, we will discuss a temporary move to an alternative property with you.

Who will carry out the work?

We will need two quotes from specialist contractors for the work. We work with several approved specialist contractors and will contact them on your behalf to arrange quotes.

We will let you know who has been appointed and they will contact you to arrange a convenient time to start the work(s).

How long will it take?

There are several factors that can have an impact on when the work can start and how long it will take. For example:

- Availability of grant funding
- Supply of specialist items – stair lifts for example
- Difficulty of the adaptations

Depending on the type of adaptation to be completed, our adaptations officer will tell you how long it is likely to take to complete the work(s).

Funding the work(s)

Applications for major adaptations will be submitted to your local authority’s Environmental Services team who will consider the work for a Disabled Facilities Grant (DFG).

To apply for a DFG your income and savings will need to be assessed. If you have savings, or a regular income or can afford to pay towards improvements you may have to contribute to the cost of the work. If you need any help completing the enquiry form please contact us.

If you are in receipt of universal credit or guaranteed pension credit you will probably not have to contribute towards the cost.
Minor adaptations

Minor adaptations are small alterations to the property, or the cost of the work is less than £750. Examples of minor adaptations include:

- Grab rails
- Fixed toilet frames
- Additional rails to stairs
- Removing internal door thresholds
- Lever taps to washbasin, sink and bath
- Rails and extra steps to doorways
- Installing or moving door entry phones
- Key safes

We do not normally need a written recommendation from an occupational therapist for minor adaptations. However, we will require a formal recommendation in cases where we must ensure equipment is safe and installed in the right place to meet your long-term needs.

Paying for the work(s)

We do not charge for minor adaptations.

Who will carry out the work?

Most minor work is completed by our trades teams. However, we may employ a specialist contractor in certain cases.

How long will it take?

We will tell you how long it is likely to take to complete the work(s). Most minor adaptations are carried out within 21 working days.
How to apply

To apply for a major adaptation you should contact Social Care Direct on 0345 603 7630. If you have formal carers (from a care agency), or receive direct payments for formal care, contact the social work team who arranged this.

To apply for a minor adaptation please contact us on 0300 555 0500.

During and after the works

We will contact you during and after the work(s) to make sure it has been completed to the right standard. If it is not, we will instruct the contractor to put it right.

Your opinion helps us make improvements to our services and we will ask you to complete a questionnaire on how the work was carried out. A member of our residents' repairs panel may also contact you by telephone.

Refusing adaptations

Occasionally we will not be able to carry out the occupational therapist's recommendations due to planning restrictions or the design of the property. If this is the case we will discuss the alternatives with you. This may include finding a more suitable home for you to move to – a bungalow or a ground floor apartment that has been adapted for example. We will not unreasonably refuse permission for adaptations, but there are times when a transfer to another property may be a more suitable option.

For more information, please contact us on 0300 555 0500.

Maintaining adaptations

The contractor will provide a one-year guarantee once the work is complete. If repairs are required after this time, and is not the result of normal wear and tear, we may charge you.
More information

More information on major adaptations is available from the following organisations:

**Essex County Council**
Web: essexcc.gov.uk
Tel: 0345 743 0430
Email: contact@essex.gov.uk

**Age UK**
Web: ageuk.org.uk
Tel: 0800 055 6112
Email: contact@ageuk.org.uk

**Direct Gov**
Web: direct.gov.uk

**Disability Essex**
Web: disabilityessex.org
Tel: 0844 412 1770
Email: info@disabilityessex.org

**UK Learning Disabilities**
Web: mencap.org.uk
Tel: 0808 808 1111
Email: helpline@mencap.org.uk
Please contact us if you would like a copy of this document in large print, on CD or in another language.

IF YOU HAVE ANY QUERIES PLEASE CONTACT US:

Tel 0300 555 0500
Text relay 18001 0300 5550 0500
Email enquiries@chp.org.uk
Write to Myriad House,
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