

Aids and Adaptations Procedure

If you are unable to live comfortably in your home due to mobility problems, or other issues relating to a disability or poor health, we may be able to help.

Aids and Equipment

We do not provide portable aids ourselves, but we can help you contact organisations that may be able to help. If you discuss your health with your doctor, they may arrange an assessment by an occupational therapist.

Adaptations

Where requests fall into the major category (those above £500 plus VAT) tenants will be advised to refer their case to the relevant Local Authorities or external agency for assessment and application for the appropriate grant, such as a Disabled Facility Grant (DFG). It is the responsibility of the local authority and Occupational Therapist to assess and make any applications for funding on behalf of the tenant. DFG is the main form of assistance available from the Local Authorities to allow a person to live independently or to be cared for at home. The grant, although mandatory and set out in sections 19-24 of the Housing Grants, Construction and Regeneration Act 1996, is subject to a test of financial resources.

Major adaptations can only be carried out with the approval of Tuntum. A request to carry out a major adaptation should be made by the tenant to Tuntum and include all the relevant information regarding the details of the adaptation, including the Occupational Therapy assessment.

Tuntum will review the request and either approve or decline applications for major adaptations within 21 days of receipt of the request. Due to the nature of these works, the fact that the work may be conducted by an appointed party not under the control of Tuntum, and the availability of external funding, it is not possible to give timescales for the completion of major adaptations.

Tuntum reserves the right to refuse significant adaptations where:

- a reasonable alternative property is available or is likely to become available, in the near future;
- when we feel the proposed works are inappropriate for the property concerned and may devalue the asset;
- the proposed adaptation may affect the ability to let this property in the future and;
- any adaptation would compromise the health and safety of others.

Where consent for adaptation is refused, the tenant can appeal to the Head of Asset Management and Development. If your home is not suitable for an adaptation, we can offer advice on other solutions such as moving to a home more suited to your needs. Please contact us for advice.

Maintenance, Repairs and Service Charges

Tuntum will not carry out repairs, maintenance or servicing of aids and adaptations: these will be the responsibility of the tenant. When an item of equipment becomes economically unviable to maintain (due to e.g. age or condition) and requires replacement or renewal, tenants will be referred to the Local Authority to apply for DFG funding.

Adaptations costing under £500.

You will need to contact your local authority to request an Occupational Therapist report.

What happens next?

If you request a minor adaptation (e.g. a grab rail or lever taps), the work will be ordered immediately. We aim to complete this type of work within 21 working days. You will be offered an appointment in the same way as we do for an ordinary repair. (For further information about our Service Standards please see our Repairs Service standards)

Adaptations that cost over £500

Local councils operate a scheme covering more major adaptations. This work is directly funded through a Disabled Facilities Grant. You will need to apply to your local council for this grant. It will involve an assessment by an Occupational Therapist in your home. Depending on your income and savings, you may be asked to contribute towards the cost of the works.

We will carry out more significant adaptations (e.g. over bath showers, ramps) without delay, once approval has been given by an occupational therapist. When there is a choice about colours, styles or finishes, we will tell you what choices are available and how to make your selection. We will give you 2 weeks to choose. We will contact you to discuss what works are to be carried out and to arrange a date. We will give you a minimum of 7 days advance notice before commencing any work. We will tell you what you need to do to prepare for the work (e.g. remove the contents of your bathroom to another room before the contractor comes to complete the adaptation). If you physically cannot manage this or do not have friends or neighbours who can help you, please let us know. We will visit you or phone you before the works are due to start

During the Work, we will make sure that the contractors respect both you and your property. We will ask our Contractors to work between 9am and 5pm to complete the work in your home. Most jobs are completed within a day or two. If you tell us that there is a problem, we will contact you to find out what has happened. We will then try to resolve the problem as quickly as possible. We will clean up after ourselves and tidy up after we have finished working in your home

Monitoring And Review

Tuntum will monitor the effectiveness of this policy and recommend policy changes to improve service delivery. We will record the level of aids and adaption provided as part of the ongoing Asset Management reporting framework.