

Useful information

If you're finding it difficult to get around your home, it might be easier for you to move to a more suitable property. Please contact your housing officer or ask us for a copy of our leaflet *'Moving home'*.

Contacting Leeds Social Care

If you want an assessment for a *Disabled Facilities Grant* or want to see if you can get any other help, you need to contact *Leeds Social Care*.

Telephone **(0113) 222 4401**

Textphone **(0113) 222 4410**

Email onestop@leeds.gov.uk

To speak to someone in person, try your local *One Stop Centres*. They deal with a wide range of council enquiries including *Leeds Social Care*, and are generally open 8.30am–4pm.

Armley 2 Stocks Hill, Armley, LS12 1UQ

City Centre 2 Great George Street, LS2 8BA

Dewsbury Road 190 Dewsbury Road, LS11 6PF

Halton Moor Neville Road, Halton Moor, LS15 0NW

Headingley White Rose House, 8, Otley Road, LS6 2AN

Roundhay Road 79 Roundhay Road, LS7 4AA

DIAL (Disability Information and Advice Line)

Telephone information and advice for disabled people and carers in the Leeds area. Free confidential, independent and impartial advice on benefits, services, facilities and opportunities for disabled people. Help with claiming benefits and challenging decisions.

Telephone **(0113) 214 3630**

Textphone **(0113) 214 3627**

www.dialuk.info

Opening hours: Monday, Tuesday, Thursday and Friday 10.30am–3.30pm. Closed Wednesdays.

Problems understanding?

If you need any of our information **translating**, or if you need an **interpreter**, please contact us.

 **(0113) 200 7700**

We can also provide this information in **large print** or on **CD** if you need us to.

Unhappy with our service?

If you feel that we have not kept to the standards that we promised in this leaflet, let us know so we can try to put it right.

If you want to make a complaint, you can do so in the following ways.

- Call our Complaints Manager on **(0113) 200 7704**.
- Write to the Complaints Manager at the address below.
- Email us at uha@unityha.co.uk.

There is more information about making a complaint in our leaflet *Complaints and Compliments* - please ask us for a copy, or look on our website.

Our contact details

Unity Housing Association
113-117 Chapeltown Road
Leeds LS7 3HY

 **(0113) 200 7700**

Email: uha@unityha.co.uk

Web: www.unityha.co.uk



Aids and adaptations



Adapting your home to make it easier to manage

**Leaflet 14
Version 2 - Dec 2008**

Aids and adaptations

Sometimes, people find that age or disability make it difficult to carry out day-to-day tasks. If you need changes to your home to make it easier for you to manage, we call this 'aids and adaptations'.

It doesn't have to be the tenant who needs the changes to their home. It could be any member of the household that lives there, e.g. a child or parent.

Minor works

If you need small adaptations to your home, Unity will pay for them. We aim to visit you quickly and to carry out the work within 28 days, but complicated jobs (e.g. door entry systems) may take longer.

Minor works include the following kind of things.

- Grab rails
- Lever taps
- Extra handles on kitchen cupboards
- Easier to use bathroom locks
- Lever knobs on gas fires
- Intercom or door entry system

Major works

Major works are larger adaptations that will cost over £1,000. For these, you need to apply for a *Disabled Facilities Grant* from the council.

Major works can include things like stair lifts, extensions, wet-floor showers, or ramp access.

Applying for a Disabled Facilities Grant

If you need adaptations that are likely to cost over £1,000, you need to apply to the council for a *Disabled Facilities Grant*.

We can support you through the process, but cannot make the application - you have to do this yourself.

Step 1 - contact Leeds Social Care

You cannot apply directly to the council. You need to contact *Leeds Social Care* (the new name for 'Social Services') and ask them to assess you for a *Disabled Facilities Grant*.

They will either assess you over the phone, or they will make an appointment for an *occupational therapist (OT)* to come and visit you.

Step 2 - occupational therapist (OT) assessment

If the OT thinks that you need aids or adaptations, they will decide what you need and how high a priority it is.

The OT will email the council's adaptations department and ask them to contact you. The OT will also write to you to let you know what they have decided and to give you the council's contact details.

The council's target time for getting the work done depends on the priority that the OT gave it.

- High** priority - within **4** months
- Medium** priority - within **6** months
- Low** priority - within **10** months

Step 3 - means test

The council's adaptations department will contact you to arrange a means test. This means that they look at your income and your savings to see if they think you should pay for any of the work yourself. When they have done this, they will write to let you know if you qualify for a grant. Most people qualify.

The council gives grants of up to £30,000. If you need adaptations that cost more than that, they will not pay for all of it. Unity has a budget for aids and adaptations and might be able to help with the cost - please ask us.

Step 4 - surveyor's report

If you qualify for a grant, the council's adaptations department will arrange for a surveyor to visit your home. The surveyor will measure up and produce a plan, which they then send to their head office for approval.

Step 5 - approval

The council will also ask Unity for approval to do the work to our property. We will not refuse permission unless there is a good reason (e.g. you're moving house soon).

Once the works have been approved, you will get a letter giving you the following information.

- Which contractor is doing the work
- When the work is due to start

Step 6 - doing the work

The contractor will contact you to arrange to measure up again. They will then carry out the work. If you are unhappy about the quality of work or the contractor, please contact the council's adaptations department.

Step 7 - inspection

The council will send out a surveyor to inspect the work. Unity might come and inspect it as well.

Frequently asked questions

Q: Can I fit adaptations myself?

A: Yes you can, but you need our permission first. Please write to us, telling us what you want to do. See our leaflet *Tenant repairs* for more information.

Q: How long will it take for an occupational therapist to visit me?

A: This depends on how busy they are. Sometimes they have a backlog and it might take up to two or three months. If you are disabled and feel you can't wait that long, contact DIAL (see overleaf) for advice.