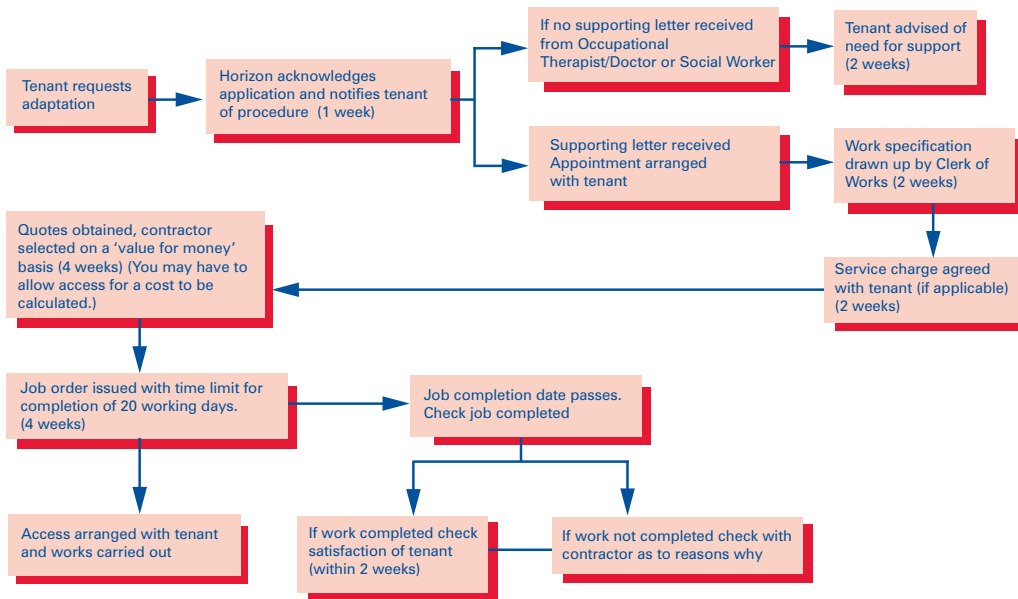


## Adaptations - Summary of the Process



### Average time from request to completion:

1. Minor adaptations, e.g. grab rails, normally completed within 4 weeks.
2. Major adaptations, e.g. installation of wet floor shower normally completed within 18 weeks.

Regulated by Financial Services Authority No: 1827R(s)  
Communities Scotland Registered No: HEP128



# Adaptations To Your Home

## Your Guide

This leaflet is available in other languages, audio or other electronic forms

房屋協會是一個已登記的蘇格蘭慈善組織

為你的家居作特殊的改裝

這單張有不同語言的版本，也有錄音或其他電子傳送方式提供

L'association d'habitation Horizon est une œuvre de charité écossaise enregistrée

### ADAPTER VOTRE CHEZ-VOUS

Cette brochure d'information est disponible dans d'autres langues, en format audio ou dans d'autres formats électroniques.

ਗੁਰਾਇਜ਼ਨ ਹਾਉਸਿੰਗ ਇਕ ਰਜਿਸਟਰਡ ਸਕਾਟਿਸ਼ ਚੈਰਿਟੀ ਹੈ

ਤੁਹਾਡੇ ਘਰ ਵਿਚ ਤੁਹਾਡੀਆਂ ਲੋੜਾਂ ਦੇ ਅਨੁਕੂਲ ਤਬਦੀਲੀਆਂ

ਇਹ ਲੀਫਲੈਟ ਹੋਰ ਭਾਸ਼ਾਵਾਂ, ਆਡੀਓ ਜਾਂ ਹੋਰ ਇਲੈਕਟ੍ਰਾਨਿਕ ਰੂਪਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ

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Horizon Housing is a Registered Scottish Charity

## **WHAT ARE ADAPTATIONS?**

Adaptations are provided in order to promote independent living and individual choice.

Horizon receives a limited amount of funding to carry out adaptations to:

- a) meet the needs of new tenants
- b) meet the changing needs of existing tenants.

There are two types of adaptations:

- Permanent adaptations - they alter the fabric of the house (to which it is fitted), such as grab rails or a gully floor level access shower.
- 'Non-permanent' aids - they are easily 'moveable', such as a community alarm system or certain bath aids.

## **WHO IS ELIGIBLE?**

Everyone is eligible for an adaptation. However, the source of the funding differs depending upon the nature of the adaptation and whether you are a tenant, sharing owner or owner occupier.

Adaptations which are non-permanent such as certain bath aids are available through the Local Authority Social Work Departments. In this case, you should contact the Social Work Department in your area for more information.

If you are a tenant, permanent adaptations such as those outlined above, are available through your landlord, in this case Horizon Housing Association. The initial contact within Horizon is our Housing Services Assistant.

If you are an owner or sharing owner, grants for adaptations are available through your Local Authority. Please contact your local Council for further information.

## **HOW CAN I APPLY?**

In the first instance you can apply for an adaptation by writing a letter to the Association explaining your circumstances. This letter will need to be supported by an Occupational Therapist, Doctor or other qualified person. Alternatively, one of these people can make the application on your behalf.

## **WHAT HAPPENS NEXT?**

The flow chart overleaf indicates the process from initial request to completion and the timescales you should expect.

## **HOW MUCH WILL IT COST?**

The costs of putting in the adaptation will be met by a grant. However, some aids may need future maintenance, and therefore, the Association will have to place a service charge for it.

## **MONITORING OUR PERFORMANCE**

The Association will endeavour at all times to acknowledge a request for adaptation and the likelihood of success within 4 weeks of receiving it.

If successful we will aim to issue a job order to the selected contractor within 8 weeks of obtaining your initial request. However this may not always be possible due to funding availability.

Where this is the situation the Association will keep the tenant informed and hold their request on file.

The timescales for the completion of work shall be the same as for a reactive routine repair though some consideration will be given to contractors for the possible delays caused by the commissioning of specialist goods and services.

## **COMPLAINTS PROCEDURE?**

Complain initially to our office. If we cannot resolve this you should write to our Housing Services Manager.

Full details are available in our Complaints Policy.