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Our aim is to provide a safe and accessible home for you and your family, working in partnership with our specialist contractors.

Our adaptations service aims to help make everyday life easier for you and your family. We deliver this service to you by working closely with staff, our contractors, other agencies and both Adult and Children's Social Care Teams.

Our adaptations team offers a range of services from general advice, minor and major adaptations and assistance with ensuring tenants live in suitable accommodation.

What are adaptations?

Put simply, adaptations are alterations to your home to help make life easier.



Some examples are;

- level access showers;
- stair lifts;
- ramps for wheelchair access;
- hand rails; and
- lever taps.

These works or items can be major changes to your home, or minor amendments carried out by our repairs contractors within 28 days. For more complex work, more than one contractor may be involved. If this is the case you will be provided with a single point of contact.

Not all homes can be adapted and, in some cases, requirements for adaptations may lead to discussions with you about the long-term suitability of your home.

Enquiries about adaptations

If you think you would benefit from a minor adaptation like a grab rail or lever tap then contact **0800 915 6660**.

If you think you would benefit from a major adaptation like a stair lift, then contact Adult Social Care on **0113 222 4401** or Children's Social Care on **0113 222 4403** for an initial assessment.

This assessment will ask you:

- what you can do without help;
- what difficulties you have;
- what help you get now; and
- what help you think you may need.

After an assessment by Adult or Children's Social Care we will:

- acknowledge any recommendation for a major adaptation (such as bathroom alteration or a ramp to your home), in writing within 10 working days. This will be followed within 30 working days by a surveyors' visit to check the work is reasonable and practical.

- inform you of our decision on the planned adaptation work within 10 working days of the survey. The decision will be explained and, if the adaptation cannot be provided, we will explore other options and re-housing. Whatever decision is made, you will be provided with an information leaflet on that option for your consideration;
- contact you to tell you when the work has been given to a contractor, and which contractor will be doing the work;
- visit to check the work has been completed within 10 working days of the contractor telling us they have finished;



- provide a satisfaction survey for you to complete after the adaptation or service provided; and
- carry out a follow-up visit within a month of being re-housed to review the adaptations and how you are managing in the property.

Some enquiries and customer circumstances lead us to discuss re-housing with you.

When this happens we will:

- assist, where possible, in completing any forms for this;
- assess what your needs may be and any adaptations that are required;
- record your specific requirements on your housing application, and assist where possible in obtaining a medical priority;
- help match you with properties that are available where possible, however you must still bid for properties you are interested in (see our Lettings leaflet);
- provide support packages for moving where applicable, an assessment will need to be completed for this; and

- complete a viewing, ideally with you, of any property you have been successful in bidding for that may be suitable for your needs.

You can help us by:

- reporting any faults with adaptations to our Contact Centre on **0800 915 6660** (see our Contact Us guide);
- telling us if your circumstances change e.g. you no longer require the adaptation, or you require another assessment; and
- helping us with access to your home so we can carry out servicing and maintenance on any adaptations or equipment.





Do you need this leaflet in a different format? For any other format including large print, audio CD/tape, Braille or translated into another language please telephone **0113 214 1774**.

Avez-vous besoin de ce dépliant dans un format différent? Pour l'obtenir dans un autre format, à savoir en gros caractères, sur CD/cassette audio, en Braille ou dans une autre langue, téléphonez au **0113 214 1774**.

Você precisa deste folheto informativo em formato diferente? Para solicitar qualquer outro formato, incluindo-se letras de imprensa maiores, CD audio ou cassette, em código braile ou tradução para outra língua, por favor telefone para **0113 214 1774**.

Potrzebny inny format? Aby otrzymać tę ulotkę w innym formacie, w tym dużym drukiem, na płycie CD/kasecie audio, pisaną brajlem lub przetłumaczoną na inny język, prosimy zadzwonić pod nr: **0113 214 1774**.

نايا تو نهم زانيار نامايه يو شنيوازيكي تر دهخوازيت؟ يو هس شنيوازيكي تر، و لك پيتي گوره، كاسيت يان سي دي دهنگ، برايمل يو نابينا يان و مرگيرابيت يو زمانتيكي تر، تكايه پايوهندي بكه به تاملهفزي 0113 214 1774.

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کیا آپکو یہ کتابچہ کسی مختلف شکل میں درکار ہے؟ یہ کتابچہ کسی بھی دوسری شکل (جسمیں بڑے حروف کی لکھائی، آڈیو / سی ڈی ٹیپ، بریل یا ترجمہ شامل ہیں) میں حاصل کرنے کیلئے فون نمبر 0113 214 1774 پر رابطہ قائم کریں۔

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