

# Aids & Adaptations



# Service Standards



We can help you understand this information in your language. We can provide documents in large print or audio. Please ask a member of staff.

Bengali	আমরা আপনাকে আপনার ভাষায় এই তথ্য বুঝতে সাহায্য করতে পারি। অনুগ্রহ করে কর্মচারীদের কাউকে জিজ্ঞাসা করুন।
Gujarati	તમારી ભાષામાં આ માહિતીને સમજાવા માટે અમે તમારી મદદ કરી શકીએ છીએ. કૃપા કરી સ્ટાફના કોઈ સભ્યને પૂછો.
Hindi	हम इस जानकारी को आपकी भाषा में समझाने में आपकी सहायता कर सकते हैं। कृपया स्टाफ के किसी सदस्य से कहें
Punjabi	ਅਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿਚ ਸਮਝਾਉਣ ਵਿਚ ਤੁਹਾਡੀ ਮਦਦ ਕਰ ਸਕਦੇ ਹਾਂ। ਕਿਰਪਾ ਕਰਕੇ ਸਟਾਫ਼ ਦੇ ਕਿਸੇ ਸਦੱਸ ਨੂੰ ਕਹੋ
Chinese	我們可以使用您的母語向您解釋此信息。詳情請諮詢我們的工作人員。
Farsi	ما می توانیم به شما کمک کنیم این اطلاعات را به زبان خود دریابید. لطفاً از یکی از کارکنان تقاضا کنید.
Urdu	ہم آپکی اپنی زبان میں ان معلومات کو سمجھنے میں آپکی مدد کر سکتے ہیں۔ براہ مہربانی عملے کے کسی ممبر سے پوچھیں۔
French	Nous pouvons vous aider à comprendre ces informations dans votre langue. Nous pouvons fournir les documents en gros caractères. Demandez à un membre du personnel.
Polish	Możemy pomóc w zrozumieniu tych informacji w Państwa języku ojczystym. Możemy dostarczyć dokumenty dużym drukiem. Poproście osobę z personelu.
Portuguese	Podemos facilitar-lhe esta informação na sua língua. Disponibilizamos documentos impressos em letra grande. Por favor dirija-se a um dos funcionários.

Connect Housing Association Ltd, 205 Roundhay Road, Leeds LS8 4HS

5th Floor, HSBK Bank Chambers, Cloth Hall Street, Huddersfield HD1 2EG

Housing Services Hotline Leeds: 0113 285 0400 Huddersfield: 01484 35 35 30; Repairs Hotline Leeds: 0113 285 0404 Huddersfield (Trinity) 08453 313 121

We can help

connect housing  
homes, communities, cultures

## Our Aims

Many people find that their personal circumstances change so that they can no longer live comfortably or safely in their own homes. It may be that an adaptation to your home would make life easier for you.

Connect works in partnership with your local Council to provide a range of aids and adaptations services for our tenants. We aim to provide a fast, responsive service for smaller adaptations. For larger adaptations, you can apply for a Disabled Facilities Grant from your local Council and we can support you through this process.

Connect is committed to the provision of an excellent Aids and Adaptations Service. We understand that, over time, your physical health may change and that adaptations to properties may be needed to make it possible for you to stay in your home. We will consider all requests for assistance in this respect fairly and quickly so that you can remain as independent and as comfortable as possible.

## Our Commitment

- \* Connect will provide training for all our customer facing staff so that they understand the purpose of the Aids and Adaptations Service and can provide good, basic advice to customers.
- \* Connect staff will treat every request for aids and adaptations with care and sensitivity.
- \* Connect will employ high quality contractors who have the specific and relevant expertise and experience to carry out aids and adaptations work.
- \* If you request a very minor adaptation, such as a "grab rail" or lever taps, the work will be ordered straight away. We will aim to complete this type of work within 14 days.

**Leeds Office**  
**205 Roundhay Road**  
**Leeds LS8 4HS**  
**Tel: 0113 285 0400**  
**Fax: 0113 234 0482**  
**minicom: 0113 235 0416**

**Huddersfield Office**  
**Media Centre**  
**6 Friendly Street**  
**Huddersfield HD1 1RD**  
**Tel: 01484 35 35 30**  
**Fax: 01484 35 35 45**

**Email: [corporate.services@connecthousing.org.uk](mailto:corporate.services@connecthousing.org.uk)**

**Website: [www.connecthousing.org.uk](http://www.connecthousing.org.uk)**



A charitable housing association



However, we **will** try to help you find alternative sources of funding if you have difficulty paying for such items. We **will** also normally grant you permission to have needed work carried out at your own expense, if you tell us about it.

## Service Standards

Service standards tell you what you can expect from Connect Housing. We want to come up to our service standards and, to check this out, all standards marked with a \* are measured and monitored. However, if you spot that we fall short of the standards that we have described, please contact a member of the Community Services Team or the Service Improvement Team and we promise to investigate your concerns. Or, alternatively, you can make a formal complaint (see Service Standard Leaflet 2 or the "How to Make a Complaint" leaflet) if you believe that this is more helpful.

We will review our service standards every year with your help and involvement. We will consult you in a variety of ways to make sure our services meet what you expect. We are committed to the use of external quality standards and independent assessment of what we do. We are also committed to constantly working on our service standards so that you regularly experience improvements in what we do.

**For further information and advice about the Aids and Adaptations Service, please call 0113 285 0404.**

- \* When we agree to fund adaptations that need more significant work, we will aim to finish the work within 12 weeks.
- \* When the work is eligible for a Disabled Facilities Grant, we will assist you to make a grant application.

## What Connect's Aids and Adaptations Service Can Do

The service can help by the installation of:

- "Grab rails" in the bathroom or by the front door to help you move around more safely
- Ramps for wheelchairs to get you in and out
- An intercom and door entry system if you have trouble getting to the door
- Hand rails for the stairs so you can get up and down more easily
- An overbath shower to help make bathing easier
- Lever taps if you have trouble turning taps on and off

All these types of jobs are classed as **MINOR** adaptations.

If you need more significant work to adapt your home, such as:

- a stairlift;
  - a level access shower;
  - a through floor lift;
  - alterations to your home to allow a disabled person to live independently
- we can help you apply for a grant from the local Council.

These bigger jobs are classed as **MAJOR** adaptations.



## Some Frequently Asked Questions About MINOR Adaptations

### ***Who pays for the work to be done?***

MINOR adaptations cost up to £1,000. Connect pays for this work.

### ***How do I apply to get the jobs done? How do you know if I need it?***

You can request minor adaptations by contacting the Aids and Adaptations Service on the number at the end of this leaflet. We can often assess your request over the phone and tell you immediately if we can help.

Occasionally, if your needs are more complex, or you are unsure about what you might need, we may ask to visit you to discuss your situation in more detail.

### ***How long will it take?***

- \* We aim to get straightforward adaptations, such as lever taps and “grab rails”, completed within 2 weeks of your request.
- \* More complex jobs (such as intercoms and ramps) may take longer. We aim to get these completed within 12 weeks at the most.

## Some Frequently Asked Questions About MAJOR Adaptations

### ***How will this work be paid for?***

MAJOR adaptations cost over £1,000. The work is usually paid for through a Disabled Facilities Grant that is applied for through your local Council. The Council will take into account your income and savings before deciding how much grant you are entitled to. In our experience, most people receive a 100% grant.

In exceptional circumstances, Connect may pay something towards any means-tested contribution that you may have been asked to make. However, this will usually only happen when the adaptations will add significantly to the value of the property.

The maximum grant available is £25,000. If the work costs more than £25,000, Connect may pay towards the difference.

### ***How do I apply for a grant and what does it involve?***

We can help you apply for the grant. You will need to have an assessment by an Occupational Therapist. The Occupational Therapist will visit you and discuss your particular ill-health or disabilities and then work out what adaptations you need.

After that, a Council surveyor will visit you to draw up a detailed specification for the work that you need. The surveyor will issue a “schedule of works” and you may be asked to get estimates for this work from reputable contractors. We can help you do this. Sometimes the Council provides a service that takes care of all the whole process for you. Different Councils handle the process differently!

You will then have to wait for the Grant to be formally “Approved” by the Council before the work can go ahead. If you have the work done *before* it is approved, you may not receive the grant – so it is important to wait.

The Grant process may take some time. Sometimes it can take several months from when you first make an enquiry until you get a visit from the Occupational Therapist. There is then another wait until the work is finally completed. We may be able to tell you *approximately* how long you may have to wait, depending on your local Council area.

### ***Are there things Connect cannot help with?***

Yes. We will not normally pay for:

- Equipment normally provided by Social Services (e.g. bath aids, commodes, etc.)
- Mobility scooters
- Alterations or storage to put scooters in.

