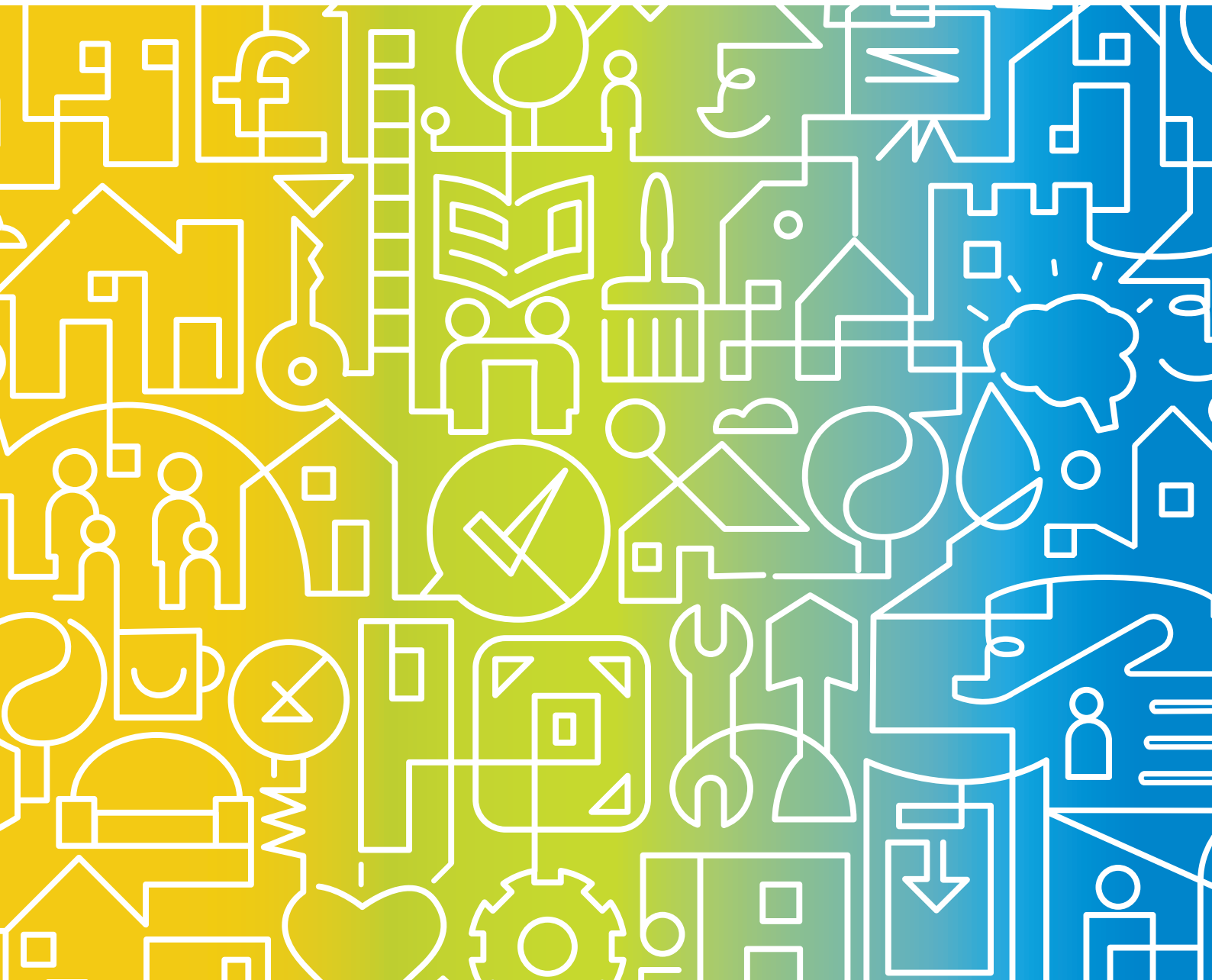
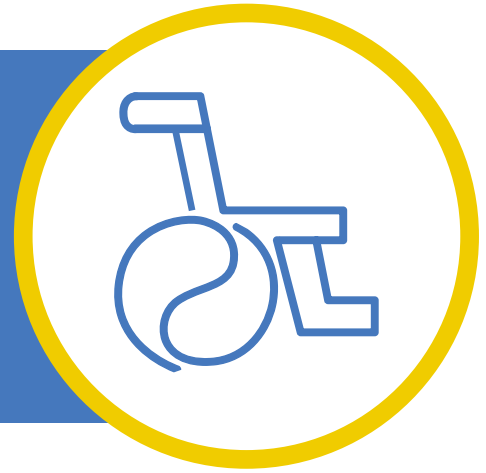
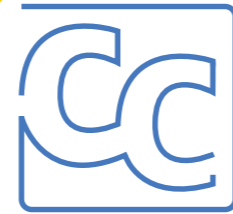


Connect Commitments: Aids and Adaptations



Introduction



The Connect Commitments are our agreed service standards. The Regulator for Social Housing requires that we have 'local offers' for our residents.

These commitments comprise our local offers (agreed with residents) that outline our promises in terms of the service you can expect to receive in eight areas.

The Commitments are created by our Service Improvement Forum (SIF), which is made up of Connect Residents Federation (CRF) members, residents, staff and Board members. The group meet four times a year and hold Connect accountable for the delivery of the commitments. They also produce our Annual Residents Report.




How will you know if connect keeps these standards?

If you live in a Connect property/ scheme and have had any of the following services from us, you will know if it meets the following standards or not.

 **All standards that are marked with a gold star are measured and monitored.**

We will report performance against this standard every year to tenants. In addition, a tenant group will look at the results in much more detail.

If these standards are not met, you can:

-  Let us know so we can put it right as soon as possible.
-  Make a formal complaint (see leaflet "How to Make a Complaint").
-  Make your concerns known to the Connect Residents Federation (CRF) committee. Where these concerns are not addressed satisfactorily, the CRF Chair will share the issues with the Chief Executive.

Connect Commitments: Aids and Adaptations



- **Treat every request for aids and adaptations with care and sensitivity.**
- **Provide training for all our frontline staff so that they understand the purpose of the Aids and Adaptations Service and can provide good, basic advice to customers.**
- **Explain the reasons and explore other options when we think that the work requested is not possible or appropriate.**
- **Keep you informed throughout the process and give you information on timescales and the names of contractors carrying out the work.**

We are committed to provide services for tenants that assist them in retaining their independence at home. We can provide advice and small scale adaptations ourselves. If you need major adaptations, we can signpost you to services provided by the local council.











Adaptations we can provide

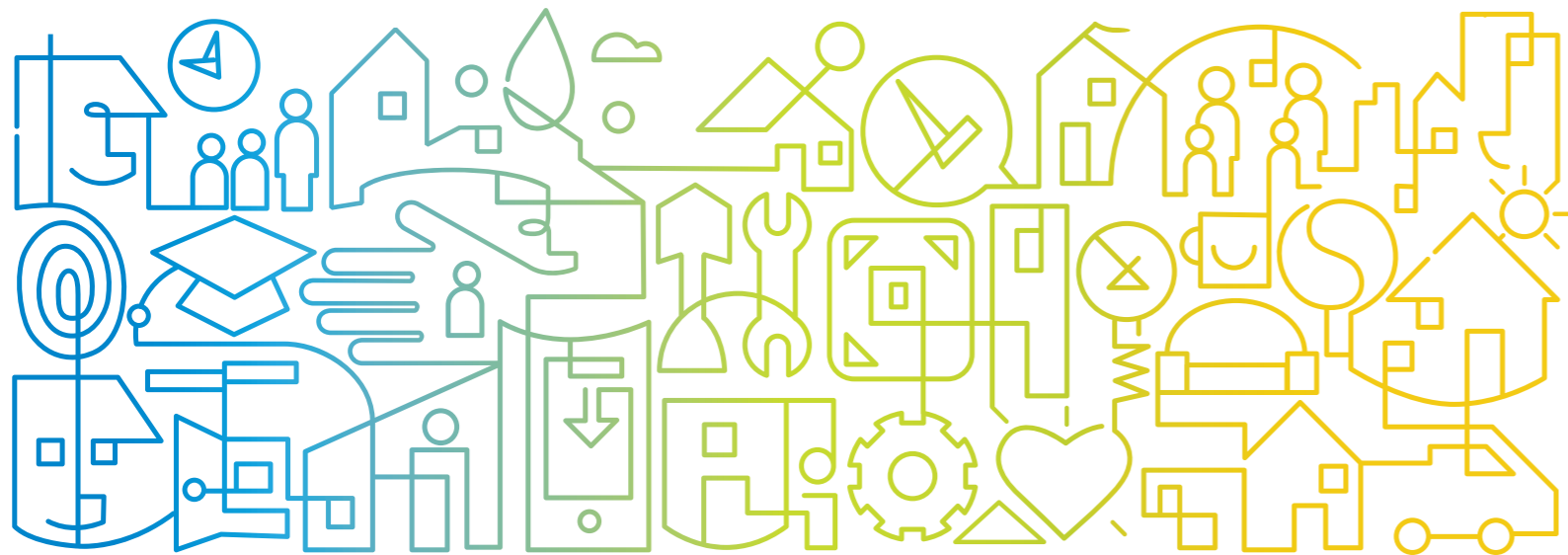
As a rule of thumb, we will fund works up to the value of £1000.

We aim to support tenants (and members of your household) who suffer from a long term health condition or who have a disability and would benefit from an aid or adaptation to support them to live a more comfortable life in their own home.



We can install:

-  Grab rails
-  Extra stair rails
-  Lever taps
-  Level-access thresholds
-  Half-steps to doors
-  Shower chairs
-  Over bath showers
-  Door entry systems
-  Ramps
-  Flashing or vibrating smoke alarm for customers with sight or hearing difficulties



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.

Examples of Major Adaptations that are funded through a Disabled Facilities Grant include:

- Wet floor showers
- Level Access showers
- Stairlifts
- Through floor lifts
- Ceiling hoists

If you need a Disabled Facilities Grant, these are administered by the local authority and can take much longer for the works to be carried out.

If your current home is not appropriate for the adaptation required, we may offer to re-house you in more appropriate accommodation.

All our services are provided in accordance with our Aids and Adaptations Policy and Procedure.




If you are unsure whether we can help you, please contact us:




 **0300 5000 600**
 **hello@connecthousing.org.uk**

Adaptations carried out by us

Standards for working in your home

Before the work starts



-  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 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 Connect Commitment).
-  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 two 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 seven 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

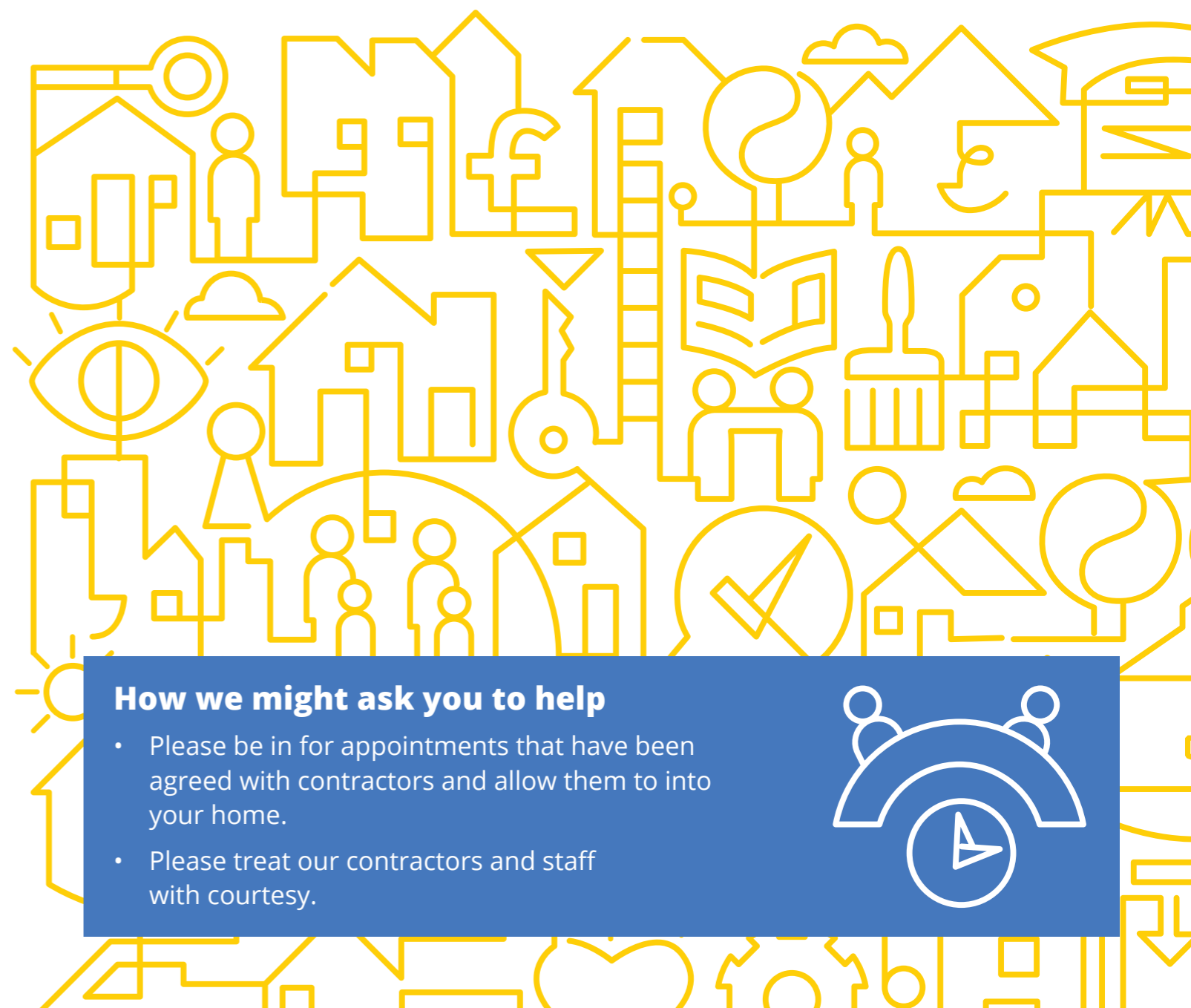
-  We will make sure that the contractors respect both you and your property.
-  We will ask our Contractors to work continuously (between 9am and 5pm) to complete the work in your home. Most jobs are completed within a day or two.
-  If you tell us that there is a problem, we will contact you to find 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.

After the work

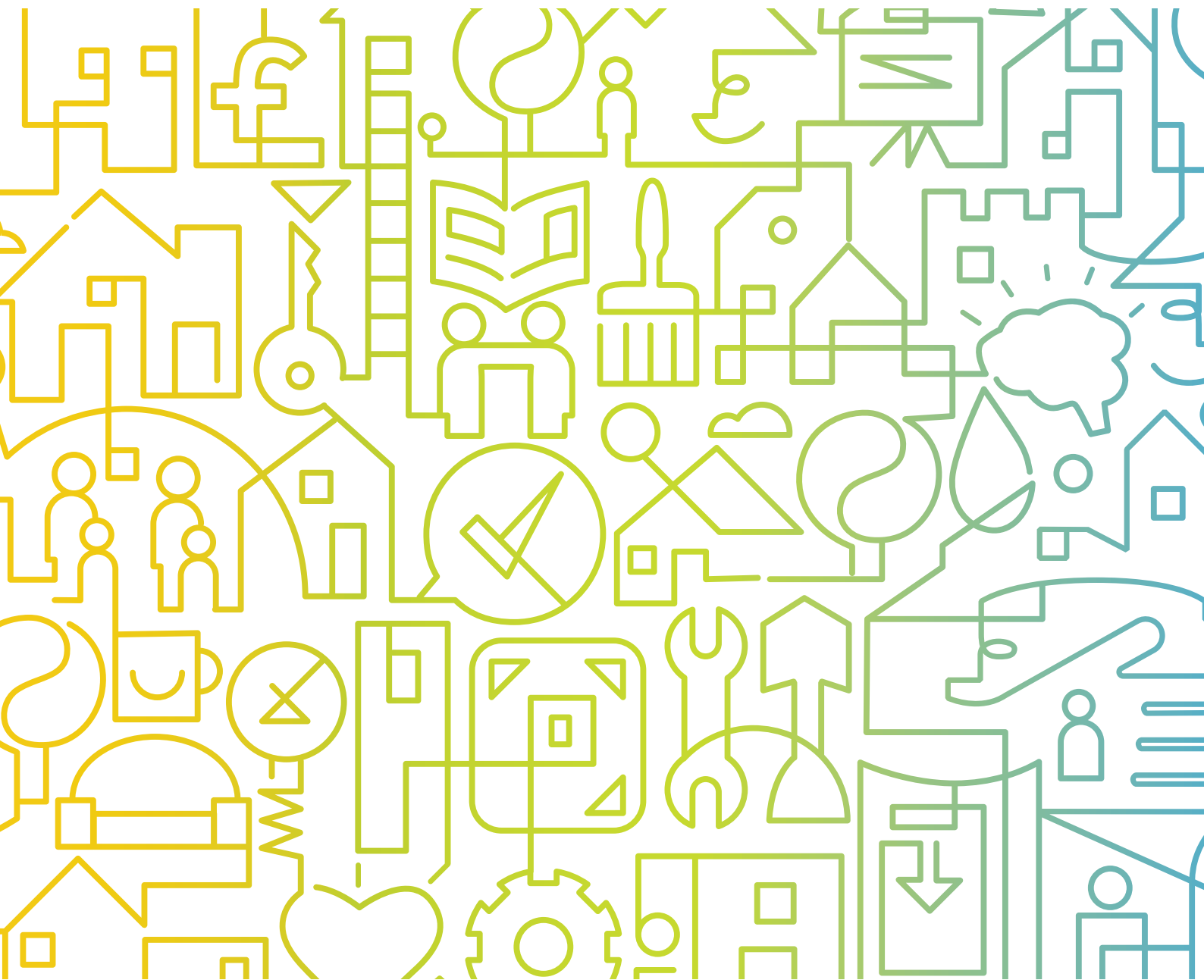
-  For every 10 jobs done by a contractor, we will check the quality of at least one. All jobs valued at over £500 will be checked.
-  We will ask your opinion of the aids & adaptations service through a satisfaction survey.

How we might ask you to help

- Please be in for appointments that have been agreed with contractors and allow them to into your home.
- Please treat our contractors and staff with courtesy.



Connect Commitments



 0300 5000 600

 hello@connecthousing.org.uk

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