
Aids and adaptations policy

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We can make changes to your home, so it better suits your needs. These adaptations are available for customers with disabling conditions, so they can live independently in their own home.

Our Aids and Adaptations Policy provides information on how you can request adaptation works to your home. This includes minor adaptations that we can fully fund, or major adaptations that you would need to request via your local authority's social care and support services.

Making changes to your home

We can support you to make changes to your home to suit your needs. We refer to this as an adaptation, which we split into minor and major adaptations.

Minor adaptations

If you need a small change to your home to help you remain independent, this is classed as a minor adaptation. This includes work that cost less than £1,000 like for example adding grab or hand rails, ramps, raised toilet seats or a wall mounted shower chair.

[Contact us](#) to request a minor adaptation. When you do, make sure you give us as much information as possible about your needs. For example, if you need grab rails, let us know where these need to be fitted and why.

As your landlord, we cover the cost of minor adaptations.

Major adaptations

If you need to make big changes to your home, this is classed as a major adaptation. This includes work that costs more than £1,000, for example installing stair lifts, fitting a new wet room or level access shower, or an alteration that gives better access into and around your home.

For all major adaptations, you would need to contact your local authority care and support services and request for an Occupational Therapist (OT) assessment. They will come to visit you in your home and assess your needs.

The OT will then send NCHA an adaptation request form duly completed and your OT assessment report, and seek permission for the major adaptations works to be carried out.

We do not cover the cost of major adaptations. However, you might be eligible for a Disabled Facilities Grant (DFG) to help you pay for any work. The Occupational Therapist should be able to assist you with the DFG application as soon as NCHA provides landlord's permission for the works to be carried out.

When you apply, as part of the DFG process, your local authority will assess your income to decide whether or not to offer the grant. For children under 18 the grant will be given without assessing your income.

The maximum grant available is £30,000, but the amount you receive will depend on how your income is assessed. At our discretion, we may provide additional funding up to £6,000, if the grant you receive does not cover the total cost of the work needed.

What you can expect from us

We will:

- Treat you with dignity and respect
- Listen to you and consider your needs
- Consider adaptation requests in a timely manner
- Assist you with applying for grant funding for major adaptations.

Reviewing your adaptation request

Each request is reviewed on a case by case basis. This is why it's really important that you send us as much information as possible.

Once your request has been reviewed, we'll contact you to inform you of our decision. Our adaptations team meets monthly to review adaptations requests, so we endeavour to provide you with a decision within 30 days, but it may take longer for more complex cases.

For major adaptation requests, we'll inform your medical professional or OT of our decision. This will allow them to support you with preparing the DFG application, if your request is successful.

When a minor adaptation is approved, the work will be completed by our Property Services team or a specialist contractor. They will be in touch with you to set up a suitable appointment to carry out the works.

When a major adaptation is approved your OT or medical professional will contact you to discuss the next stages. We do not always complete the work needed for a major adaptation. This is because a local authority that offers a DFG will have their own approved contractors.

Rejected adaptation requests

Where your request is not approved, we'll work with you to find other options. This could be suggesting different home improvements or where possible finding a more suitable home for you.

Checking on completed adaptation requests

For **minor adaptations** we complete a visit at your property to quality check the work once it's completed.

For **major adaptations**, your local authority needs to let us know when the work is complete.

They need to provide the following information to us:

- Full details of the work, including maintenance schedules, warranty information and certificates of compliance
- The date when the work was completed
- Details of the contractor who did the work

Once we've received this information, we'll arrange for a visit at your property to quality check the work completed.

Translation

By request we will do what is reasonable to provide copies of the wording of any document in another language or format. Email info@ncha.org.uk or call us on 0800 013 8555 to request this.