

Policy Summary

Aids and adaptations

Customer summary of a Genesis Housing Group policy

The policy relates to aids and adaptations, including minor and major adaptations. It applies to all customers who are living in homes that are owned or managed by subsidiaries of Genesis Housing Group.

We can only carry out major adaptations to properties owned by Genesis; this means that customers living in temporary housing, key worker accommodation, homes let by Pathmeads Residential or homes managed on behalf of another landlord may not be eligible for major adaptations. The policy does not cover customers whose housing is managed by Genesis Housing Group on behalf of a local authority, for example Westminster and Hackney.

Introduction

We are committed to helping our customers live an independent life in their homes. We will ensure that measures are in place to:

- assist customers to continue to live independently in their homes and maintain their quality of life;
- minimise inconvenience and distress that may be caused during adaptation work;
- follow guidance from government and regulatory bodies;
- promote opportunities for customers to obtain aids and adaptations; and
- work in partnership to provide an effective service.

Definitions

A major adaptation is work of a structural nature that is a fixed alteration to a property, for example:

- level or ramped access;
- stair lifts; and
- specially equipped kitchen or bathrooms.

‘Minor adaptation’ is defined as work that we can carry out safely without the need to refer to an occupational therapist (OT), for example:

- grab rails and hand rails;
- flashing door bells and smoke alarm alerts;
- window opening equipment; and
- provision of suitable taps, door handles.

Requesting and aid or adaptation

We will accept a request for an aid or adaptation directly from a customer or by someone on their behalf, however we will usually ask for medical evidence before carrying out work. We will work closely with local OTs and partners to support vulnerable customers in making a request.

Aids and adaptation assessment

We will assess each request for an aid or adaptation before carrying out any work. If a minor adaptation is sufficient we will arrange the work as soon as possible. If a major adaptation is required we will liaise with the local authority’s OT for an assessment.

Refusing a request

There may be cases where we can’t carry out an aid or adaptation. We may also refuse permission for a third party to carry out adaptations on our property. For example:

- it would present a health and safety risk;
- it is physically impossible; or
- the lease does not allow it.

We will give clear reasons explaining our decision. Appeals against our decisions will be dealt with by our complaints procedure.

If it is appropriate, we will refer customers to another agency for advice about other sources of adaptations or housing options. We will also support a customer’s request to move to more suitable accommodation either through our internal transfer process or with external partner organisations.

Funding

The cost of minor aids and adaptations will generally be met by our internal funds. Eligibility criteria may apply. For major adaptations, we may refer our customers to their local authority to apply for a Disabled Facilities Grant (DFG). We will assist customers with their application, where necessary. We will also liaise with local authorities, social services and partner organisations to secure external funding for major aids and adaptations.

Disturbance and temporary move

Before we carry out any aids or adaptation work we will meet with the customer, OT, colleagues and contractors to consider any disturbance as a result of the work. If we anticipate significant disturbance, we may provide alternative accommodation for the duration of the work. This decision will be granted at our discretion.

Progressing the work to completion

All contractors will be subject to our code of conduct. We will liaise with OTs, and social services, where we need to install specialist equipment. Where reasonably practicable, work will be carried out at the convenience of the customer. We will keep customers informed throughout the adaptation process, and when work proceeds we will give clear timescales for the work. Where new equipment has been fitted, we will provide advice about its use.

Efficient use of resources

We will seek opportunities to recycle aids once a customer has left the property, for example stair lifts. When an adapted property becomes available to let we will try to allocate it to a customer who needs an adapted property.

Leaseholders

We will not provide aids and adaptations for leaseholders or shared owners. We will advise leaseholders and shared owners to contact their local authority to apply for grant funding to enable any adaptation work. However, leaseholders and shared owners must obtain our permission before instructing any works and any adaptation work must comply with their lease.

Monitoring and reviewing

We will seek feedback, and monitor customer satisfaction, about our aids and adaptation service through customer surveys.

Communication

We aim to make the enquiry and application process as straightforward as possible, giving equal access to all groups of customers. We will promote the ways in which customers can apply for aids and adaptations, giving clear advice and contact information. This will feature in leaflets, newsletters, handbooks and on our websites.

Confidentiality

We recognise that some customers who require aids and adaptations may have medical conditions or disabilities that could make them vulnerable. Medical details are sensitive and particular care will be taken to maintain confidence in line with the Group's confidentiality and data protection policies. We will only release personal and medical information with the customers consent, or consent from an authorised advocate.

Contact us



If you are a **PCHA customer** phone us on **020 8451 8000** or email **info@pcha.org.uk** **www.pcha.org.uk**



If you are a **Springboard Housing Association customer** phone us on **020 8475 0033** or email **info@springboardha.org.uk** **www.springboardha.org.uk**



If you are a **Pathmeads customer** phone us on one of the numbers below: Temporary housing **020 8900 4900** Octavia Hill **020 8900 4998** Key Places **020 7380 9025** or email **info@pathmeads.org.uk** **www.pathmeads.org.uk**

This document gives information about how to apply for adaptations. If you need any part of this information in large print, Braille, on audio tape or explained in your own language please contact us on the number below.

Este documento proporciona información sobre cómo solicitar adaptaciones. Si necesita esta información en fuentes grandes, Braille, en CD, cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

Spanish

تمتلك هذه الوثيقة بالمعلومات اللازمة عن كيفية طلب التعديلات. إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بأحرف كبيرة أو بطريقة برايل أو مسجلاً على أسطوانة مدمجة أو شريط صوتي أو مشروحاً باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

Arabic

এই দস্তাবেজটি নিজের মত করে নেওয়ার জন্য কিভাবে আবেদন করবেন সেই সম্বন্ধে তথ্য সরবরাহ করবে। যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে ব্রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

Bengali

Ce document contient des informations sur les demandes de changement. Si vous souhaitez obtenir une partie de ces informations en gros caractères, en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

French

આ દસ્તાવેજ અર્થસાધક બનાવવા માટે કેવી રીતે અરજી કરવી તેના વિશે માહિતી આપે છે. જો તમારે કોઈ પણ ભાગની આ માહિતી બ્રેઈલ, સીડી ઉપર, ઑડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

Gujarati

Este documento proporciona-lhe informações sobre como se candidatar às modificações. Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassete áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado.

Portugese

Dokumentigan wuxuu ku saabsan yahay sida loo codsado caawimada. Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Somali

Telephone 020 7563 0037
or email info@ghg.org.uk