

How to contact us



By phone

- Head Office 01909 534484
- Area Office West 01909 533426
- Area Office East 01777 713202

Freephone Repairs and Contact Centre 0800 590542 8:00am - 8:00pm

On-line

Visit our website at www.a1housing.co.uk

You can also email us at customer.services@a1housing.co.uk

By visiting us

Head Office Carlton Forest House, Hundred Acre Lane, Worksop, Notts S81 0TS

Area Office East 17B The Square, Retford, Notts DN22 6DB

Area Office West Queen's Buildings, Potter Street, Worksop, Notts S80 2AH

All of our offices are open Monday to Friday between 8.40am and 5pm

By writing to us

A1 Housing Bassetlaw Limited

Carlton Forest House, Hundred Acre Lane, Worksop, Notts S81 0TS

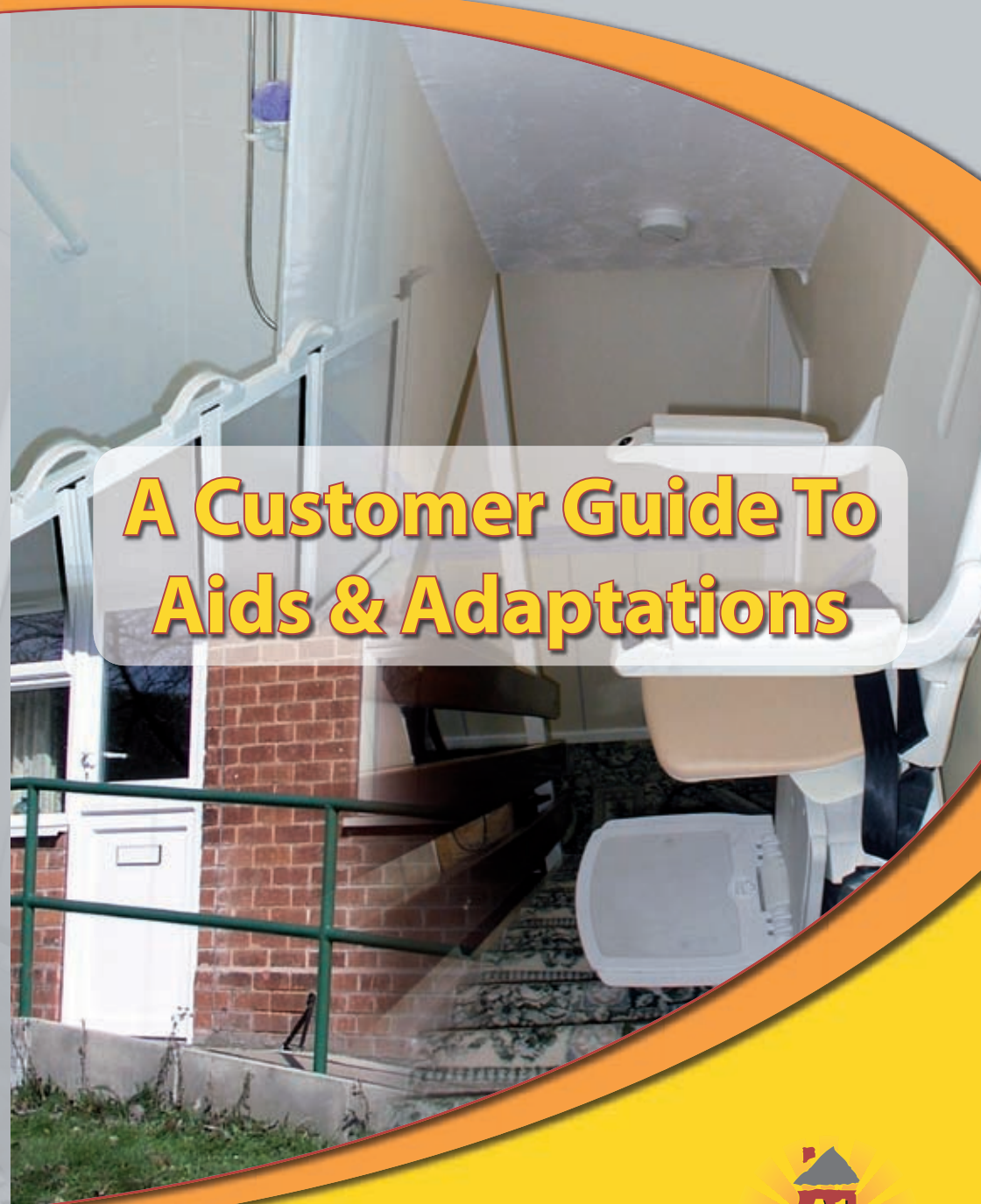


Developed in partnership with tenants

A1 Housing Bassetlaw Ltd, a company controlled by Bassetlaw District Council



A Customer Guide To Aids & Adaptations



If you need any help communicating with us or understanding any of our documents, please contact us on 01909 534520.

Mandarin

如果您在与我们沟通或理解我们的任何文件时需要帮助，我们可安排“语言热线”（Language Line 公司）的口译人员或笔译人员来帮助您。请拨打这个电话 - 01909 534520 与我们联系，说明您使用的语言和电话号码。

Urdu

اگر آپ کو ہمارے ساتھ بات کرنے میں یا ہماری فراہم کردہ کسی دستاویز کو سمجھنے میں مدد کی ضرورت ہو تو ہم آپ کی مدد کے لئے لنگویج لائن کے ایک افسر پر ایئر (مترجم) یا ترجمہ کرنے والے کا اہتمام کر سکتے ہیں۔
پر رابطہ کر کے اپنی زبان اور اپنا تلفیون نمبر بتائیں۔
01909 534520

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਸਾਡੇ ਨਾਲ ਗੱਲਬਾਤ ਕਰਨ ਜਾਂ ਸਾਡੇ ਕਿਸੇ ਦਸਤਾਵੇਜ਼ ਨੂੰ ਸਮਝਣ ਵਿੱਚ ਮਦਦ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਤੁਹਾਡੀ ਮਦਦ ਕਰਨ ਦੇ ਲਈ ਅਸੀਂ ਇੱਕ ਫੋਨ ਗਰੇਜ਼ ਲਾਈਨ ਇੰਟਰਪ੍ਰੀਟਰ (ਦੁਬਾਈਏ) ਜਾਂ ਟ੍ਰਾਂਸਲੇਟਰ (ਅਨੁਵਾਦਕ) ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ।
ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ - 01909 534520 - ਉੱਪਰ ਸੰਪਰਕ ਕਰੋ ਅਤੇ ਆਪਣੀ ਭਾਸ਼ਾ ਅਤੇ ਟੈਲੀਫੋਨ ਨੰਬਰ ਦੱਸੋ।

Polish

Jeśli potrzebujesz pomocy w komunikowaniu się z nami lub w zrozumieniu naszych dokumentów, możemy do pomocy udostępnić tłumacza Language Line.
Proszę się z nami skontaktować pod numerem telefonu – 01909 534520 podając język rozmowy i numer telefonu.

We can arrange for a copy of this document in large print, audiotape, Braille or for a Language Line interpreter or translator to help you.

Our contact details:

☎ 01909 534520

✉ e-mail: customer.services@a1housing.co.uk

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Introduction

This guide is designed to help A1 Housing tenants and their family or carers through the adaptation process. It will tell you what happens when you apply for an adaptation and answer some of the most commonly asked questions.

Please Note: If you are a home owner, rent from a private landlord or are a Leaseholder, you should contact the Housing Grants Department at Bassetlaw District Council on 01909 533161 for help and advice. You may also find it useful to contact the Social Care & Health, (formerly Social Services Dept.) Nottinghamshire County Council for information and advice on other services they provide, see page 11 for contact details.

A1 Housing's Adaptations Service

If you find doing everyday tasks difficult, adaptations to your home may make life easier. A1 Housing's Adaptation Service can arrange for adaptations such as ramps for wheelchair users, stairlifts, handrails and level access showers for people who need them to live at home more safely. In providing this service A1 Housing work closely with Nottinghamshire County Council's Occupational Therapy Team to make sure that you get the right type of help.

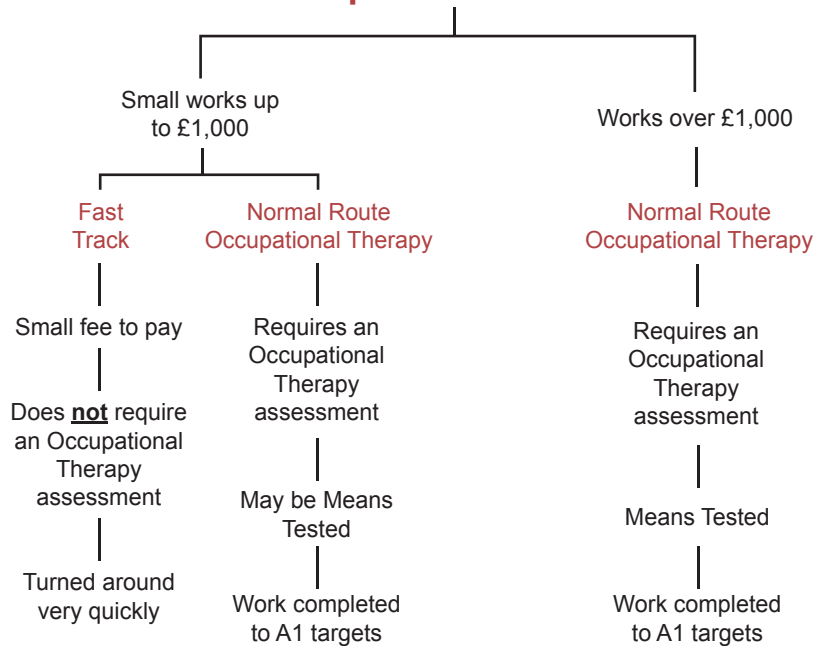
What are adaptations?

Adaptations are changes to a home that help you, or a member of your household with special needs, stay in your home safely and live independently. The following are examples of how an adaptation may help:

- Make it easier to get in and around your home
- Make it easier to use the bath or shower, toilet and hand basin
- Make it easier to prepare and cook food
- Improve or provide a suitable heating system
- Improve standard of health and safety



Adaptations routes



Minor Adaptations - up to £1,000

Minor adaptations are changes to your home that cost less than £1,000.

Examples of these are:

Grab rails
Half steps

Major Adaptations - works over £1,000

A major adaptation is where work needs to be carried out to your home and may cost up to £30,000. In exceptional circumstances A1 Housing may exceed this amount. Examples of major adaptations are:

Level access shower
Curved stairlift
Extension to your home

Who might get help?

Adaptations are available for tenants, a member of their family or someone who permanently lives in their home and has a long-term medical condition or disability. Home owners, leaseholders and private tenants may also qualify and should contact Housing Grants at Bassetlaw District Council on 01909 533161 for more information on how you can apply for adaptations.



How to apply for an adaptation

If you think that you need an adaptation, you can apply by contacting A1 Housing's Adaptations Team either:

In writing: A1 Housing Adaptations Team
Carlton Forest House
Hundred Acre Lane
Worksop
Notts S81 0TS

In person via A1 Housing Property Shops:

Queen's Building	17B The Square
Potter Street	Retford
Worksop	Notts
Notts S80 2AH	DN22 6DB

By telephone: 01909 533379

By email: adaptation.enquiries@a1housing.co.uk

For small adaptations work under £1,000 you have a choice.

For a small fee, you can use the Fast Track Service which does not require an Occupational Therapy visit, is not means tested and will be completed within 28 days*.

Alternatively, if you do not want to pay a fee we can take your details and refer you to the Occupational Therapists, or you can refer yourself by calling 08449 808 080. This route will take longer than the Fast Track route.

*Please note: We are currently unable to support ramps for mobility scooters under this scheme.

The Adaptations Team will provide you with information on the adaptation process and with your permission, we will forward your details onto the Occupational Therapy Team at Notts County Council, if appropriate. Once you have made your enquiry we will monitor the progress of your application.



What happens at the assessment?

Initial contact will be with the Occupational Therapist Service Advisor who will ask you about the problem you are facing, how you are coping, and if they think they might be able to help. They will also advise you how soon it will be before an Occupational Therapist can visit you in your home. If you do not wish to take this advice you may want to consider A1 Housing's Fast Track Service for minor works, this includes a small fee.

When the Occupational Therapist visits you they will talk about what you find difficult, and see what can be done to help make living in your home easier. Any work the Occupational Therapist recommends may not be what you expect or see as desirable.

Alternatively, the Occupational Therapist may suggest a different way of making it easier to live in your home or getting help.

Recommended works to your home

If the Occupational Therapist has recommended works to your home they will forward a referral to A1 Housing who will consider the recommendations and check that the works:

- Are possible and can be carried out in your home and will not affect the structure of the building
- Are eligible to be carried out through the Adaptations Team and not through another section, for example, a ramp to a communal access
- Whether an alternative could be considered, for example, rehousing

A1 Housing will inform you when we have the referral and outline the process with expected timescales.

Adaptations and Means Testing

If you do not receive what is termed a 'Passport' benefit (see page 12 for a list of 'passport' benefits). A Means Test requires A1 Housing to look at your income and savings to see if you have to pay anything towards the cost of the adaptation works.

It is your responsibility to provide us with details of your income and savings to enable us to assess whether you may have to contribute to the costs of the adaptations. This information is calculated against a government formula to ensure that everyone with the same financial means will be asked to contribute the same. Depending on your income and savings you may be asked to:

- Fund all of the works
- Fund some of the works
- Fund none of the works



Legislation set by Central Government requires Local Authorities to carry out a Means Test on all 'non passported' adaptation referrals. Bassetlaw District Council require A1 Housing to mirror the Disabled Facility Grants Legislation and apply the Means Tests where applicable.

Once the Means Test process has been completed we will inform you of the outcome and what your contribution is likely to be. This must be paid before the works start.

If the person the adaptation is for receives any of the following 'passported' benefits, A1 Housing will pay for all of the adaptation work:

- Housing Benefit
- Council Tax Benefit
- Income support
- Pension credit (guarantee credit part)
- Income based job-seekers allowance

We also run Means Test Surgeries at:

Worksop Queen's Buildings

1st Wednesday in March, June, September, December

Retford Housing Office

2nd Wednesday in March, June, September, December

Harworth Parish Hall

3rd Wednesday in March, June, September, December

Should you need help with the Means Test we can also arrange home visits if necessary. Please contact us on 01909 533379 for an appointment.

We are able to arrange payment by instalments, please ask for details. Different rules apply when adaptations are for a child.

Adaptations for a child with a disability

When an adaptation referral is for a child with a disability, no means test will be carried out. However, checks will be done to ensure that the house where the adaptations are to be made is the child's main home.



How long will the adaptations take?

The Government timescales for completing adaptations are:

High Priority Adaptations 16 weeks

Routine Priority Adaptations 52 weeks.

However A1 Housing have set more challenging targets, these are:

Fast Track up to £1,000*

28 days

Normal adaptations (Occupational Therapy)

Average 100 days

****If work is complex and requires specialist materials then these timescales maybe extended.***

Our performance against these targets can be viewed on our website at www.a1housing.co.uk under Adaptations or a copy can be sent to you on request by calling 01909 533379.

Before the works start

If the work is complex it may be necessary to obtain planning permission from Bassetlaw District Council and this may mean that surveyors from A1 Housing and specialist contractors will visit your home. Once A1 Housing has received all the necessary permissions for the works to go ahead we will send the work to our contractor. A1 Housing will then inform you in writing when this has happened.

Where the work is relatively straight forward such as a stairlift or hoist installation, this is passed direct to the contractor who will carry out the work. A1 Housing, along with the contractor, will keep you informed of any progress.

A1 Housing and our contractors employ Tenant Liaison Officers to support you through to the completion of the works. They will get in touch with you 21 days before the works start and tell you what to do to get ready.

It is important that you tell the Tenant Liaison Officer of any effects the work may have on your health, for example, if dust may affect a breathing condition. You should also discuss any concerns you have or if you think you may need additional help during the works.

What can you expect from the contractor?

All contractors and employees working on behalf of A1 Housing must adhere to our code of conduct, listed below:

The contractor will:

- Be polite and tidily dressed, introduce themselves and show their identification before entering your home on each visit
- Explain what they are going to do and discuss how this will affect you
- Take care of your property and possessions, protect them from damage, dust and paint
- Keep your home safe and keep the mess and noise to a minimum

The contractor will not:

- Use electricity, water or toilet without permission
- Smoke in your home
- Use bad language

- Act in an offensive or aggressive manner
- Discuss the details of your adaptation with others
- Leave materials or tools lying around
- Make promises they cannot keep
- Work in an unoccupied home without your permission or under the supervision of anyone below the age of 16 years

What happens during the works?

If required, the contractor will appoint a site manager to oversee the works and A1 Housing's Clerk of Works will also monitor and check to make sure everything runs smoothly. Your Tenant Liaison Officer will also be available to offer help, advice and sort out any problems.

Remember: During the work there will be some disruption to your home, for example, noise and/or dust.

What happens when the works are completed?

When the work is completed, A1 Housing's Clerk of Works will carry out checks on the quality of the work. All of the major adaptations are quality checked plus a random selection of the minor adaptations.

If you have any concerns about the quality of the work carried out please let our Clerk of Works or the Adaptations Team know and they will liaise with the contractor to put the work right. We will ask you to fill in a customer questionnaire to check you have been happy with the work and the adaptation process. Your feedback is very important, as this will allow us to improve our Adaptations Service.

Other ways to get adaptations

Hospital discharge

A hospital discharge adaptation means that small changes to a home are necessary to allow a person to leave hospital, for example, fixing a grab rail or removing thresholds. Once we receive a recommendation from either the Hospital Occupational Therapist or Westwood Interim Care Home we aim to carry out the works requested within 2 working days.

Self-funding

If you wish to pay for any adaptations to your home yourself, you will need to contact your Neighbourhood Housing Officer to get their approval or go through our Fast Track Service. Please telephone us for more details on 01909 533379.

Charities

Some charities fund adaptations for specific medical conditions. Your local library should have a list of all charities or First Contact maybe able to help with information, they can be reached on 01777 709650.

Medical rehousing

You can apply for rehousing to an adapted property through a medical priority. To make an application or for advice and information about this service you can contact A1 Housing's Homefinder Team on 01777 713887 or 01777 713801.

Our service to you

Adaptations

The services we will provide

- Provide help and advice on how you can acquire adaptations for your home
- Monitor the progress of your application
- Liase with Nottinghamshire County Council Occupational Therapists
- Carry out a Means Test to assess your ability to contribute to the costs of the adaptation
- Appoint and manage the contractors to carry out the work required
- We will complete adaptations to your home quicker than the current Government timescales
- Give at least 21 days notice prior to work commencing where applicable
- Carry out a sample check on work completed
- Keep you informed throughout

For further information about our adaptation service please see our website www.a1housing.co.uk or contact us on 01909 533379.



If we do not meet our standards or you think we could improve the service we provide, please let us know. For more details on how to make a complaint please contact our Customer Services Department on 01909 534484 or by email at customer.services@a1housing.co.uk

We would also like to hear from you if any of our staff have provided you with an excellent service.

You can get copies of this leaflet on our website at www.a1housing.co.uk

Useful contact numbers

A1 Housing

Adaptation Team	01909 533379
Means Testing Team	01909 533379
Head Office	01909 534484
Area Office West	01909 533426
Area Office East	01777 713202

For further help and advice please contact:

Nottinghamshire County Council
Social Care and Health - Occupational Therapy Team
Welbeck House
Darwin Drive
Sherwood Energy Village
Ollerton
NG22 9FF

Telephone: 08449 808080
Monday - Friday