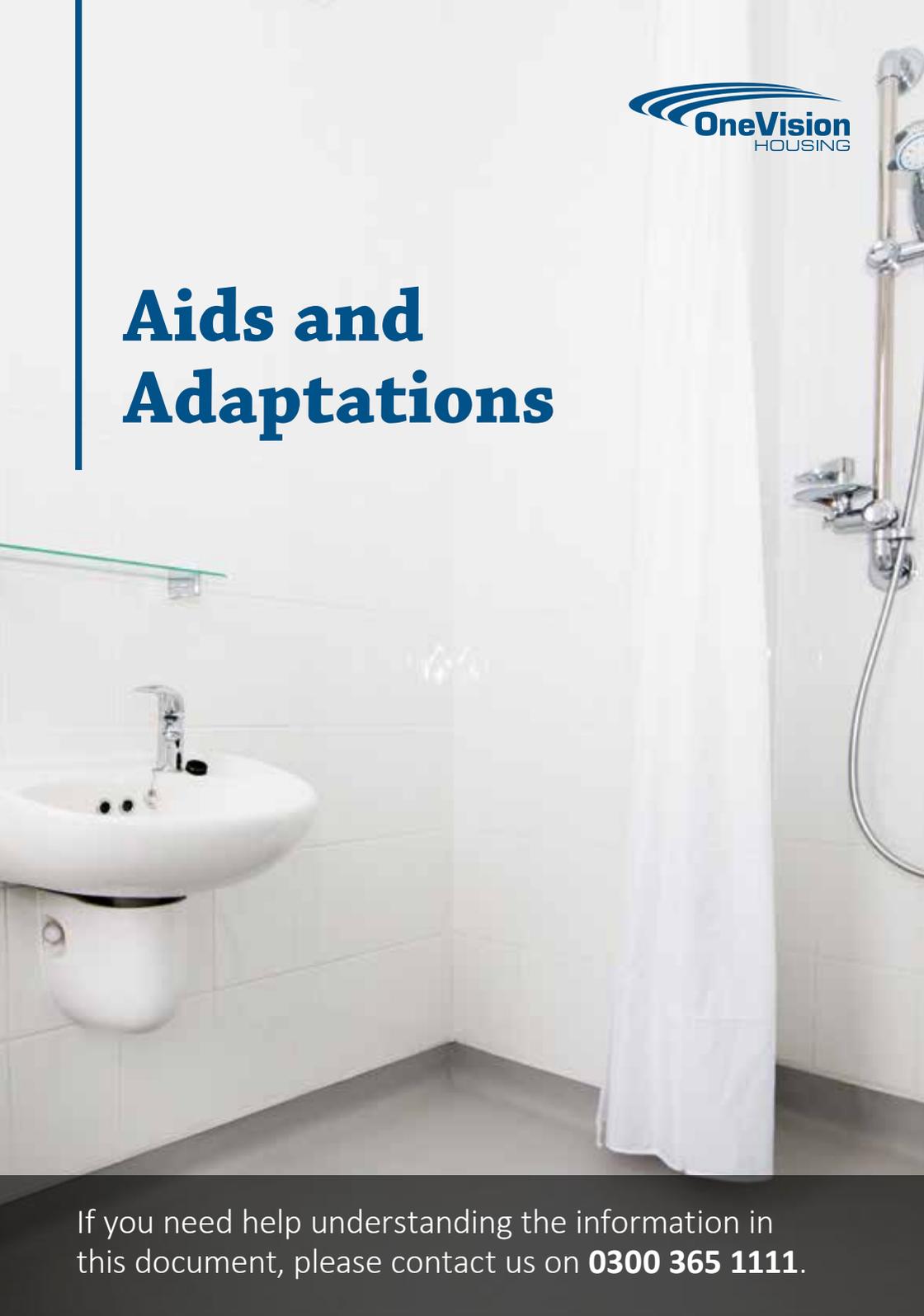


# Aids and Adaptations



If you need help understanding the information in this document, please contact us on **0300 365 1111**.

# Aids and adaptations

## Our service to you

As our customer, you deserve a commitment from us to provide a certain level of service. Our service standards tell you what you can expect from us, our engineers and contractors.

If your experience does not match the standards that we have set, or you feel we could improve on the service we provide, please let us know by calling **0300 365 1111**.

We monitor our performance against these standards and publish the results in our Annual Report and every three months on our website **ovh.org.uk**

Every year, we will review the quality of our services with you and make any necessary changes. This may involve adding a new service standard or removing one.

## Introduction

If you or a member of your family has difficulty living in your home due to a long-term illness or disability, we may be able to help by adapting your home to better meet your needs. In many cases, this service is free. This leaflet explains how we handle requests for adaptations to One Vision Housing properties.

## What are aids and adaptations?

Aids and adaptations are physical alterations to your property. Simple aids and adaptations often make it easier for a disabled person to continue leading an independent life in their home.

If you or someone you live with find it difficult to get around your home, you can request a visit by an Occupational Therapist. They will help decide what alterations would be suitable for your needs.

## What is an Occupational Therapist?

Occupational Therapists are qualified health care professionals employed by your local authority who are trained in assessing your physical health needs. They specialise in helping people manage their daily life and to live independently.

An Occupational Therapist will make recommendations to One Vision Housing to help make your life easier in your home.



## What sort of things can be done in your home?

That depends on what you need to live safely and independently. We define two types of adaptations, these are minor and major:

**A minor adaptation** – We can help with the smaller things like stair rails, grab rails, lever taps and key safes. You can make these requests to us directly or in some cases, an Occupational Therapist will approach us following a home visit.

We will arrange a convenient appointment with you to assess or install your adaptation.

**A major adaptation** – In some instances, an Occupational Therapist may request a major adaptation, for example fitting a walk-in shower or stair lift. Major adaptations usually involve making changes to the structure of your home. We will need to visit and assess your home to make sure that this work is possible. In some circumstances, it may be possible to meet your needs in other ways. For example, by arranging a transfer to a more suitable home. We will discuss this with you if we think your current home isn't right for you.

## How do you apply for aids and adaptations?

Apply by calling **0300 365 1111**.

If you're not sure about the adaptation you need, or you require major alterations, we would advise that you contact an Occupational Therapist for an assessment through your local authority; see page 10 for contact details.

## What happens when you contact an Occupational Therapist?

Following referral, an Occupational Therapist will make an appointment to come to your home to assess your needs. If they think that changes can be made to your home which will help you to live more independently, they will send us a report recommending the adaptations that might help you.

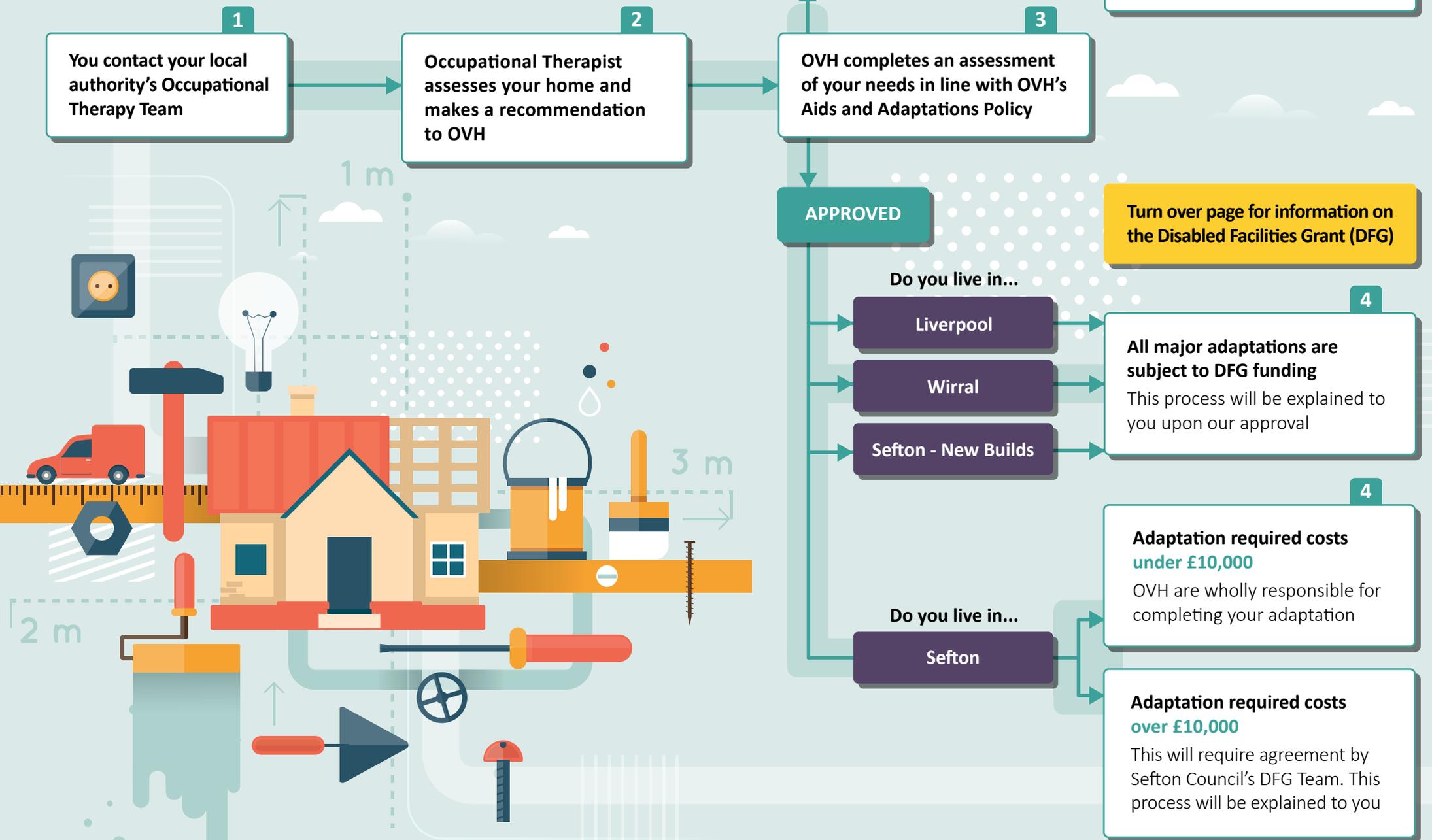
## How long will a major adaptation take?

Once we have the report from the Occupational Therapist we will arrange to come and see you to make sure that the work is possible. This decision will be based upon eligibility criteria set out in our Aids and Adaptations Policy.

The length of time to complete your adaptation will depend on what is required. We will keep you informed of all works planned, on a regular basis.

# Process for Major Adaptations

A difficulty living in your home is identified



## Will One Vision Housing give permission for the work to be carried out?

We consider all applications but in a small number of cases we may decide not to adapt for one of the following reasons:

- The property is under occupied (Example: A single person living in a 3 bedroom house)
- The property might be unsuitable for adaptation
- Rent arrears exist on account in excess of 4 weeks or £500
- An alternative adapted property is offered and refused

## What happens if your home cannot be adapted?

In some cases adaptations won't be carried out, as this would make the property less suitable for future residents. We will explain this to you and discuss other options, such as finding a more suitable home.

## The cost of adaptations

OVH will usually fund adaptations, however you may need to apply for the Disabled Facilities Grant. This will be discussed with you during your assessment.

## What is the Disabled Facilities Grant (DFG)?

Disabled Facilities Grants are provided by your local authority to help meet the cost of adapting a property. More information can be found at [gov.uk/disabled-facilities-grants](https://www.gov.uk/disabled-facilities-grants)

## Who maintains the adaptation?

We will maintain any aids or adaptations that we have put in place for you.

## Customer satisfaction

We ask residents how they feel about our service, by calling a sample of people. The results of these surveys help us to improve our services in the future.

## Are there any other sources of help for aids and adaptations?

Your local authority provides a Community Equipment Service where you may be able to borrow various equipment ranging from cutlery to stair lifts.

## Customer Service Centre

The Customer Service Centre is your first point of contact for all telephone enquiries with One Vision Housing. Whether you want to pay your rent, express an interest (bid for) an available property, report a repair, report anti-social behaviour or make any other housing query you can contact us on **0300 365 1111**.



You can report anti-social behaviour, emergency repairs and pay your rent 24 hours a day, 7 days a week.

Contact details for local authorities:

**Sefton Council**

sefton.gov.uk

**0345 140 0845**

**Liverpool City Council**

liverpool.gov.uk

**0151 225 2334**

**Cheshire East Council**

cheshireeast.gov.uk

**0300 123 5500**

**Cheshire West and Chester Council**

cheshirewestandchester.gov.uk

**0300 123 8123**

**West Lancashire Borough Council**

westlancls.gov.uk

**01695 577177**

**Wirral Council**

wirral.gov.uk

**0151 606 2002**

## Get in touch



[ovh.org.uk](http://ovh.org.uk)



**0300 365 1111 (24hr)**



[enquiries@ovh.org.uk](mailto:enquiries@ovh.org.uk)



[@ovhousing](https://twitter.com/ovhousing)



[facebook.com/ovhousing](https://facebook.com/ovhousing)

**OVH Head Office**

Atlantic House,  
Dunnings Bridge Road,  
Bootle, Merseyside  
L30 4TH

Open: Mon to Fri  
8.30am to 5pm

**Customer Access Centre**

212h Boaler Street,  
Liverpool L6 6AE

Open: Mon to Fri  
10am to 3pm

**Customer Access Centre**

Coral Drive, Bootle,  
Merseyside L20 3UG

Open: Mon to Fri  
9am to 5pm



One Vision Housing is part of The Sovini Group



If you need assistance understanding the information in this document, please contact us on **0300 365 1111**.

### **Cantonese**

如果您需要幫助了解本文檔中的信息，請致電 **0300 365 1111** 與我們聯繫。

### **Lithuanian**

Jei norite, kad Jums kas nors padėtų suprasti šiame dokumente pateiktą informaciją, prašome su mumis susisiekti tel **0300 365 1111**.

### **Polish**

Jeśli potrzebujesz pomocy, by zrozumieć informacje zawarte w tym dokumencie, skontaktuj się z nami pod numerem **0300 365 1111**.

### **Portuguese**

Caso necessite de assistência para compreender a informação constante neste documento, deverá contactar-nos através do **0300 365 1111**.

### **Russian**

Если вам требуется разъяснение информации, содержащейся в данном документе, пожалуйста, свяжитесь с нами по телефону **0300 365 1111**.

### **Turkish**

Bu belgede verilen bilgileri anlama konusunda desteğe ihtiyacınız olursa lütfen bize ulaşın **0300 365 1111**.