

# Adaptations –

Helping you stay in your home



## Helping you stay in your home

If you (or a member of your household) have a disability, we can help you to continue living independently in your home by providing home adaptations.

We provide two main types of adaptations – major and minor – as shown in the examples below.

### Minor adaptations (under £1000)

Grab rails
Extra stair rails
Lever taps
Level-access thresholds (entrance and exit on the same level)
Half-steps to doors
Flashing or vibrating smoke alarm for customers with sight or hearing difficulties

### Major adaptations (over £1000)

Over-bath showers
Walk-in shower
Ramps
Stairlifts
Car hardstanding (concrete car parking area such as a driveway)
Ground-floor bedroom or bathroom facilities

If you want to talk to us about how we can help adapt your home, please phone **0300 303 2500** or speak to your housing officer.

Depending on the adaptation you need, we may need to contact your local authority's social services department, who will put you in touch with an occupational therapist.

They will assess you to work out what adaptations you need. The occupational therapist will tell us what adaptations you need and how urgent these adaptations are.

If you need major adaptations to continue living in your home independently, we will need to visit your property and check what work we need to do.

We will tell you how long we expect the work will take. Small adaptations can be finished in a few weeks, whereas major work can take six months or longer.

Sometimes, with your permission, we will offer to rehouse you in a property that better meets your needs rather than adapting your current home. This might be because the structure of your home means we cannot adapt it, because it would be too expensive or because we have



a property available which would meet your needs and which you could move into straight away.

## Our adaptations service standards

To make sure we treat you fairly and in line with your individual needs, we will:

- for major work that we have been asked to carry out, visit your home within 15 days of an occupational therapist referring you to us;
- tell you how long the work is likely to take, and keep you up to date with our progress;
- service mechanical parts (for example on a stairlift) where we have installed them;
- work with your occupational therapist;
- fit low-cost (under £1000) and simple adaptations (such as grab rails) quickly; and
- check the work we have done and ask you if you are happy with the adaptations.

## Our service standards

We have agreed each of our service standards with a group of residents. The service standards tell you what level of service you can expect from us.

We will check regularly to see if we are meeting these service standards and let you know how we are doing. If you feel that we are not meeting these standards, please phone us on **0300 303 2500**.

## Contact us

If you want to discuss anything we have mentioned in this leaflet, please phone **0300 303 2500**.

Adaptations:

Text: **07950 961811**

(start your text with the word GAS)

You can also contact us through our website at **www.swan.org.uk** or at:

### Head Office

Swan Housing Association  
Pilgrim House  
High Street, Billericay  
Essex CM12 9XY.

Or visit our London office at:

Swan Housing Association  
Cygnet House South  
10 Chrisp Street  
London E14 6LL.

Available in other formats and languages

### English

This information tells you about **adaptations**. If you would like to receive this in your own language, please contact us on **0300 303 2500**.

### French

Ces informations traitent de **adaptations** (adaptation du logement pour les personnes handicapées). Pour les recevoir dans votre propre langue, veuillez nous contacter au **0300 303 2500**

### Polish

Niniejsze informacje dotyczą tematu **adaptations** („przystosowanie”). Aby otrzymać je we własnym języku, zgłoś się do nas pod numer **0300 303 2500**

### Somali

Macluumaadkaan wuxuu kuu sheegayaa wax ku saabsan **adaptations** (“Dib-u-habayn”). Haddii aad jeceshahay inaad kani ku hesho luqaddaada, fadlan nagala soo xiriir **0300 303 2500**

### Bengali

এই তথ্যে আপনাকে **adaptations** (অ্যাডাপ্টেশন অর্থাৎ অভিযোজন) র বিষয়ে জানানো হয়েছে। আপনি এটা আপনার ভাষায় জানতে চাইলে আমাদের **0300 303 2500** নম্বরে যোগাযোগ করুন

### Punjabi

ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ **adaptations** (ਅਨੁਕੂਲਤਾ) ਬਾਰੇ ਦੱਸਦੀ ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ **0300 303 2500** ਤੇ ਸੰਪਰਕ ਕਰੋ

### Arabic

تشير هذه المعلومات إلى **adaptations** (“القابلية للتكيف”). إذا كنت تريد الحصول على هذه المعلومات في لغتك، يرجى الاتصال بنا على الرقم **0300 303 2500**

### Urdu

یہ معلومات آپ کو **adaptations** (“مطابقتیں”) کے بارے میں بتانے کیلئے ہیں۔ اگر آپ اسے اپنی زبان میں حاصل کرنا چاہتے ہیں تو، براہ کرم ہم سے **0300 303 2500** پر رابطہ کریں

If you would like a copy of this document in large print, Braille or on CD please call **0300 303 2500**.

