

Our aim is to provide a good quality, responsive adaptations service to help you live independently in your home.

- Our adaptations service includes:
  - Minor adaptations – such as the installation of handrails or grab rails, ramps, modified switches and improved security [these might not need an occupational Therapist's report where we can we'll agree these with you]
  - Major adaptations – such as walk-in showers, kitchen modifications and installation of hoists.
- We'll train our colleagues to ensure they have the relevant skills and knowledge to deliver a high-quality service to you.
- We'll ask that all requests made to us for aids and adaptations should be supported in writing by an Occupational Therapist's (OT's) report, with the exception of grab rails.
- When we have received an OT's report we'll confirm this to you within 5 working days and give you a progress report within 20 working days.
- We'll set aside funds in our budget every year for the provision of aids and adaptations.
- We'll fund minor adaptation works up to £1,000 each, subject to the availability of funds.
- We'll fund major adaptation works up to £5,000 each, subject to the availability of funds
- We'll work with local authorities to secure grant funding for higher value adaptation works where possible. We are part of the South East London Housing Partnership (SELHAG) which aims to speed up the delivery of adaptation work.
- We'll inspect work to ensure it is completed correctly, sometimes this might mean we review photographs, but we'll always inspect if you ask us to.
- When the work's all finished, you'll be asked whether it has been completed to your satisfaction.
- When it isn't possible to adapt your home, we'll work with our local authority partners to help you get on the transfer register for a priority move.

*If you would like this document produced in your own language, in Braille, large print or audio, please let us know.*