

LIVING WITH A DISABILITY

Adapting your home



Information for customers who rent their home

This booklet, called LIVING WITH A DISABILITY, is available in your language. Please ask at your local office. We can provide an interpreter for you on request.

يدعى هذا الكتيب العيش مع الإعاقة، وهو متوفر بلغتك. يرجى طلبه من مكتبك المحلي. يمكننا أن نوفر مترجم من أجلك عند الطلب.

নিভিত্তি উইথ এ ডিসএবিলিটি নামের এই পুস্তিকাটি আপনার ভাষায় পাওয়া যায়। অনুগ্রহ করে আপনার স্থানীয় অফিসে এর জন্যে জিজ্ঞাসা করুন। অনুরোধের মাধ্যমে আপনার জন্যে দোভাষীর ব্যবস্থা আমরা করতে পারবো।

本小冊子名爲《傷殘人士的生活需要》，可以翻譯爲中文，供你索取。請向就近辦事處查詢。我們可以按要求爲你提供傳譯員。

Αυτό το βιβλιαράκι, που ονομάζεται ΖΩΝΤΑΣ ΜΕ ΜΙΑ ΑΝΑΠΗΡΙΑ, διατίθεται στη γλώσσα σας. Παρακαλούμε ρωτήστε στο γραφείο της περιοχής σας. Μπορούμε να σας παρέχουμε διερμηνέα κατόπιν αιτήσεως.

આ પુસ્તિકાને વિવિધ વિથ એ ડિસાબિલિટી કહેવામાં આવે છે, જે તમારી ભાષામાં મળી રહે છે. કૃપા કરી તમારી સ્થાનિક ઓફિસમાં વિનંતી કરો. વિનંતી કરવાથી અમે તમારા માટે ઇન્ટરપ્રિટર પૂરા પાડી શકીએ.

यह विकलांगता के साथ जीना नामक पुस्तिका आपकी भाषा में उपलब्ध है। कृपया अपने स्थानीय दफ्तर से पता करें। हम आप द्वारा मांगे जाने पर दुभाषिया मुहैया कर सकते हैं।

ਇਹ ਨਕਾਰਗੀ ਨਾਲ ਨੀਵਨ ਨਾਮੀ ਵਿਤਾਬਚਾ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿੱਚ ਉਪਲਬਧ ਹੈ। ਵਿਰਧਾ ਕਰਕੇ ਆਪਣੇ ਸਥਾਨਕ ਦਫ਼ਤਰ ਤੋਂ ਪਤਾ ਕਰੋ। ਤੁਹਾਡੇ ਵੱਲੋਂ ਮੰਗੇ ਜਾਣ 'ਤੇ ਅਸੀਂ ਦੁਭਾਸ਼ੀਆ ਮੁਹੱਈਆ ਕਰ ਸਕਦੇ ਹਾਂ।

Buugyarahan, la yiraahdo KU NOOLOLKA CURYAANIMADA, waxaa lagu helaa luqaddaada. Fadlan ka codso xafiiska deegaankaaga. Waxaan ku nidaamin karnaa turjibaan markaad soo codsato.

ENGELLİ YAŞAM adlı bu kitapçığı kendi dilinizde edinebilirsiniz. Lütfen yerel ofisinizden isteyiniz. İsteğiniz üzerine size tercüman bulabiliriz.

کسی معذوری کی حالت میں زندگی گزارنا، کے نام کا یہ کتابچہ آپ کی زبان میں دستیاب ہے۔ براہ کرم اپنے مقامی دفتر سے دریافت کریں۔ ہم درخواست کیے جانے پر آپ کے لیے کوئی ترجمان فراہم کر سکتے ہیں۔

Cuốn sách SỐNG CÙNG VỚI NGƯỜI TÀN TẬT có bản dịch bằng tiếng Việt. Xin quý vị hãy liên hệ với văn phòng tại nơi quý vị ở. Chúng tôi có thể cung cấp phiên dịch cho quý vị theo yêu cầu.

We can provide copies in Braille or in large print or as an audio cassette

Living with a disability

This is one of a series of Places for People information booklets that we hope will be useful to you. There is a complete list inside the back cover.

You can pick up copies of the other booklets from your local area office.

The booklets are also available to download from our website: www.placesforpeople.co.uk

If you are disabled, there are changes and additions that can be made to your home that will help you in your daily living.

These adaptations are special fixtures and fittings to improve access to your home and help you to move around. They include things like ramps and stair-lifts, and special taps and showers. Adaptations are divided into two groups – Minor and Major. Minor adaptations are those costing less than

£500, and major adaptations are those costing over £500.

If your home needs an adaptation which will cost less than £500 you should contact your Neighbourhood or Housing Officer who will arrange for the adaptation to be provided within 6 weeks.

This booklet tells you how to apply for major adaptations.

Contact your council

Your local council has a legal duty to help you if you need to have some kind of adaptation to your home.

You will need to phone the social services department of your

local council and ask to speak to the occupational therapist.

The occupational therapist will arrange to visit your home and advise you on the best way of adapting it to meet your needs.

If the local council can help, it will advise you to apply for a Disabled Facilities Grant. The occupational therapist will explain this grant to you.

Local councils have different ways of dealing with requests for adaptations, and your council may not be able to help immediately.

If your council offers you a Disabled Facilities Grant, the amount of grant you receive will depend on how much income or savings you have. In other words, the grant is means-tested. If you can afford it, you may have to pay all or part of the cost yourself.

If your council can't help

If the council can't help, you can get in touch with us.

Unlike the local council, we do not have a legal duty to provide adaptations. However, as part of our commitment to making sure that the housing needs of people with disabilities are met, we will always try to help our customers.

We have created a special fund to provide adaptations that make customers' homes more suitable for their needs. If this is not possible, we will try to offer other solutions.

If we can help

If your disability means you need a straightforward adaptation, a member of our staff may be able to agree to the work without consulting an occupational therapist.

However, our staff will usually assess your situation alongside an occupational therapist or another health professional.

When you apply to us for help, this is what usually happens:

- we will visit you within 10 working days of receiving your request and complete the application forms with you. All our staff carry identification badges. (You should always ask to see the identification of people who ask to come into your home)
- we will then ask an occupational therapist what adaptations would help you most
- we consider applications in priority and date order
- we will only be able to agree to make the adaptations to your home if there is enough money left in the special fund for this work. We need to be sure that we are using the fund sensibly and for what it was set up to do.

We will let you know our decision within 10 working days of our final assessment and, if we are able to help you, how long it will be before work on your home can start. If we cannot help you, we will tell you about other possible options.

Booklets available include:

Anti-social behaviour

Tackling it together

Customer service

What you can expect from us

Gas safety

Keeping your home safe

Harassment

How we can help

Homes for rent

How we let our homes

Housing benefit

How to get help to pay your rent

Know your rights

A tenant's guide

Living with a disability

Adapting your home

Managing your money

What to do if you can't pay your bills

Moving home

Things to remember

Paying your rent

How to manage your rent account

Personal records

Your right to information

Repairs to your home

What to do if you need a repair

Suggestions and complaints

How to make a suggestion, complaint or compliment

Swapping homes

How to swap homes with another tenant

Tenancy support service

Helping you to manage your home

Service Standards for

Homeowners

What you can expect from us

Homeowners Handbook

An essential guide to your home

Freephone contact numbers

Our Contact Centre

is open 24 hours
(all calls are free
from a landline)

Places for People Homes

0800 432 0002

Places for People Individual Support

0800 432 0003

You can pick up copies of our booklets from your local office, download them from our website: www.placesforpeople.co.uk or to receive them by post, telephone the Contact Centre on the numbers above.

Minicom

0800 432 0008

Homeowners line

0800 432 0009

If you ring these numbers and English is not your first language, we can use the Language Line Service to communicate with you.



INVESTOR IN PEOPLE



www.placesforpeople.co.uk