


How to request  
**aids and  
adaptations  
for your home**





If you or a member of your household is having trouble using your home, you can ask us to adapt it for you.

## What is the Aids and Adaptations Service?

One Housing Group offers help to tenants who are disabled, elderly or who simply need some extra support within their homes. We can fit physical aids and make adaptations to your home to help you maintain a good quality of life.

The work we carry out will always be based on individual needs. Generally, aids and adaptations are divided into two main categories, minor and major. Following are some examples of the types of aids that we can install and the adaptations that we can carry out:

### Minor works:

- wooden grab rails (e.g for bedrooms)
- plastic grab rails (e.g for bathrooms)
- metal handrails (e.g for outside areas)
- bannister stair rails
- small ramps
- step modifications
- adapting taps (e.g. hand basins or baths).

### Major works:

- stairlifts, hoists through floor lifts
- overbath showers and tiling
- level access showers
- non-slip flooring for showers
- clos-o-mat toilets
- large ramps and handrails
- relocation of plug sockets and light switches.

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*One Housing Group offers help to tenants who are disabled, elderly or who simply need some extra support within their homes.*

## do I qualify for the service?

One Housing Group will consider requests for aids and adaptations from the tenant(s) named on the tenancy agreement. The aids and adaptations requested must be for use by the tenant(s), their partner or another family member who is a permanent resident at the property. The Aids and Adaptations Service will be carried out based on medical need as determined by an occupational therapist.

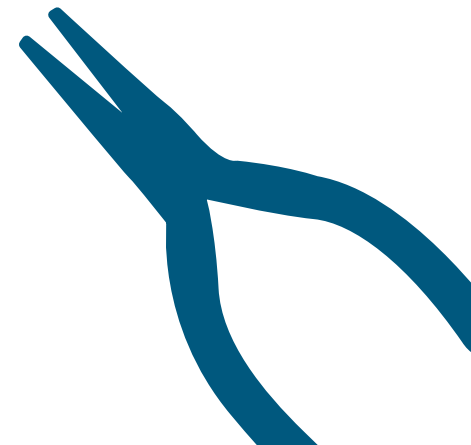
## How do I request aids or adaptations?

In the first instance, if you believe a minor or major adaptation is needed, please contact the **social services department at your local authority**. Your local social services will then refer you to the occupational therapy department so that your needs can be appropriately assessed. If necessary, you can ask your housing or support officer to help you arrange for the assessment.

Following your assessment, any recommendations will be forwarded to One Housing Group. Requests for aids and adaptations will only be taken into consideration when an official request from an occupational therapist is provided.

## Will I have to pay?

If your request is considered to be a minor adaptation, One Housing Group will fund the work. If it is considered to be a major adaptation and will cost over £1,000, we will help you to apply for a **disabled facilities grant** from the relevant local authority.



## How long does the process take?

The length of time you have to wait will depend on whether your request is a major or minor adaptation. We will complete minor adaptations within 20 working days of receiving a referral from an occupational therapist and within 25 working days of receipt for major adaptations.

If you have any questions or would like to make a request for aids or adaptations, please ring us on **020 8821 5108** or **0300 123 99 66** or email [qualityteam@onehousinggroup.co.uk](mailto:qualityteam@onehousinggroup.co.uk)

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