



PROPERTY

Aids and adaptations



What is an adaptation?

An adaptation is a change to your home which will help you manage normal daily activities such as climbing stairs or washing yourself. Venture may adapt your home to help you to live independently.

Examples of a **minor** adaptation are:

- grab rails
- stair rails
- lever taps
- a flashing door bell
- a loop line.

An adaptation may also be a **major** piece of specialist equipment that alters the structure of your home, for example:

- a walk in shower
- a hoist
- a stair lift
- an outside ramp.



How can I apply for an adaptation?

You can apply:

- directly to Venture:
 - by filling in and returning the attached form by freepost
 - by phone on **0151 261 2100**
 - on our website at **www.vha.org.uk**
 - in person at our office
- through your local authority Social Services Department
- through your GP.



What happens when I apply?

We will assess your needs to find out what adaptations best suit your needs.

Minor adaptations will usually be dealt with by Venture directly.

Major adaptations may need the expert advice of an Occupational Therapist (also known as an OT). You may also need to apply for a disabled facilities grant from your local council and we can help you with this process.



What is an Occupational Therapist (OT)?

An OT is a trained health specialist who can:

- assess your needs and recommend the type of adaptation you need
- offer advice on how you should carry out various tasks in your home
- recommend adaptations for your home and help you to apply for them
- give you advice about moving to a property that is better suited to your needs.

How soon will we carry out the adaptation?

This depends on your circumstances. Adaptations are placed into three categories:

- **Category 1** – up to 83 working day (17 weeks)

This category is for a **critical adaptation** such as a stair lift. It will be needed because you cannot manage in your home without it. This type of adaptation will usually mean structural changes to your home and is likely to need the expert support of an OT.

- **Category 2** – up to 259 working days (52 weeks).

This category is for **major, but non-critical adaptations** (such as a walk-in shower) to help you to manage more easily in your home. This type of adaptation normally needs the expert support of an OT, but not in every case.

- **Category 3** – up to 28 days (4 weeks).

This category is for **minor adaptations** (such as grab rails) to help you do normal everyday tasks in your home.



Translation, braille, audio tape and large print available on request



0151 261 2100

ستترجم عند الطلب

ব্রাধ করলে এর অনুবাদ করানোর ব্যবস্থা করা হবে

若有需要時將會翻譯成中文。

अनुसोध करने पर अनुवाद करने की व्यवस्था की जाएगी।

ਬੇਨਤੀ ਕਰਨ 'ਤੇ ਤਰਜਮਾ ਕਰਵਾਇਆ ਜਾਵੇਗਾ

درخواست کرنے پر ترجمہ فراہم کیا جائے گا۔

Marka la sooda codsado ayaa laturjumi doona.

Si vous voudriez cette information dans une autre langue, ou dans un autre format tel que Braille ou grande copie svp contactez-nous sur **0151 261 2100**.

Si usted quisiera esta información en otra lengua, o en otro formato tal como Braille o ampliación de foto por favor éntrenos en contacto con en **0151 261 2100**.

Se você gostar desta informação em uma outra língua, ou em um outro formato tal como Braille ou a cópia grande por favor contate-nos em **0151 261 2100**.

Jesli Chcialbys otrzymac ta informacje w innym jezyku lub formacie np. jezyku Braille/teks napisany duza czcionka. Zadzwon pod numer **0151 261 2100**.

Contact details

Venture Housing Association Limited, Venture House
212H Boaler Street, Liverpool L6 6AE

Tenant helpline: **0151 261 2100** (Lines are open Monday to Friday, 9am to 5pm)

www.vha.org.uk Email: **info@ventureha.co.uk**

Please note, if you call our helpline outside these hours a trained operator will offer advice and take a message which will be passed on to the Venture team on the next working day.

Repairs hotline: **0151 261 2199**

Rent payment helpline: **0800 389 4438**

XXXXXX
XXXXXX
XXXXXX



Keeping in touch

We promise to contact you within 10 working days to let you know that we have received your adaptation request and we will explain what happens next. For **Category 3** adaptations we will let you know that a contractor has been appointed and that your adaptation will be done within 28 days.

We will also write (or if you prefer, email or telephone) every three months to keep you up to date.

Moving to another property

If a major adaptation is needed to your current home, we may ask you to consider moving to another property that has already been adapted and is more suitable to your needs. We will discuss this option with you when we contact you.

Letting us know what you think

Once your home is adapted we will seek your views on how well we did by asking you to fill out a short questionnaire. We value your feedback and it will help us to improve our services.

What are the costs?

There is no charge for approved adaptations which are added to our waiting list. But for major adaptations, it may be necessary to apply to your local council for a disabled facilities grant. Your OT will help you with this process and Venture will also provide advice if you need it.

Will every application for an adaptation be accepted?

Every year, Venture sets aside money for adaptations, but this budget is limited. In consultation with tenants we have agreed a policy which makes the best use of the money available and takes account of the property types we own.

Sometimes, we will need to wait for an OT's report and carry out a joint inspection before a decision can be made. Wherever possible, we will meet your needs with the right equipment or adaptation. In some cases, it may not be possible to fit an adaptation into your home (for example, if you need a stair lift and your staircase is not big enough). If this is the case we may offer to help you to find more suitable accommodation through the specialist housing registers in Liverpool and Wirral.

Adaptations Request Form

If you need any help completing this form, please ask at any Venture Office.

What type of adaptation do you think you need?

- | | | |
|--|---|--|
| <input type="checkbox"/> Handrail/grabrail | <input type="checkbox"/> Walk in shower | <input type="checkbox"/> Door entry system |
| <input type="checkbox"/> Stair lift | <input type="checkbox"/> Hoist | <input type="checkbox"/> Ramp |
| <input type="checkbox"/> Lever taps | <input type="checkbox"/> Flashing door bell | <input type="checkbox"/> Bathing equipment |
| <input type="checkbox"/> Not sure | <input type="checkbox"/> Other (please state) | |

Please tell us why you need the adaptation

First name:

Surname:

Address

Tel:

Email:

Date:



FREEPOST RRLI-BRLA-KSYL
VENTURE HOUSING ASSOCIATION
LIMITED
Venture House
212H Boaler Street
Liverpool
L6 6AE