



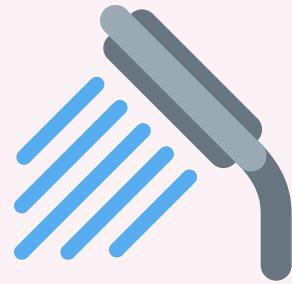
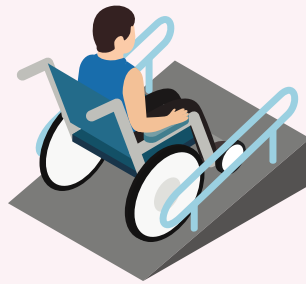
## How to apply for a major adaptation in your home

If you, or someone living with you, have a disability, an adaptation may help you to live more comfortably in your home.

# What is an adaptation?

An adaptation is an alteration or addition which makes it easier and/or safer for you or your family to use your home.

Adaptations can be provided to accommodate a tenant's needs based on characteristics such as age, disability, faith or culture. We divide our adaptations into two categories, minor and major adaptations.



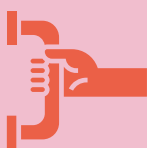
## Major adaptations

A major adaptation is one that costs over £500 or is of a complex nature. Examples of major adaptations include level access showers, stair lifts, fully adapted bathrooms and ramps.

### How are major adaptations funded?

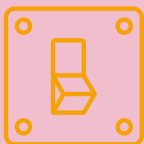
Adaptations costing under £2,500 will be paid for using SLH's adaptations budget while adaptations costing between £2,500 and £15,000 will be subject to a joint funding request between SLH and Liverpool City Council using a Disabled Facilities Grant (DFG).

The maximum amount that SLH will contribute towards an adaptation is £15,000.



### Minor adaptations

Minor adaptations are small in nature and cost less than £500 to complete. SLH funds these from its own budgets. Examples of minor adaptations include the installation of grab rails, lever taps, or the repositioning of switches.



#### How long will it take?

We will make an appointment with you at a time that is convenient for you. Works should take no longer than 28 days to complete from the date of request.



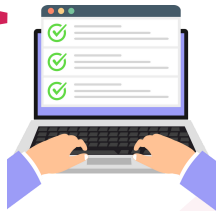
#### How to apply for a minor adaptation

You can request a minor adaptation in the same way you report a repair. By calling us on 0330 303 3000 option 1 or visit mySLH.



## How to apply: a step-by-step guide

1



You or a family member will need to contact Liverpool City Council (LCC) to request an occupational therapy assessment. Without this assessment, SLH is unable to carry out any major adaptations in your home. There is an online form that must be completed on the Liverpool City Council website for [adults](#) and [children](#).

2

You should be contacted by LCC within 40 days to do a telephone assessment (timescales may differ for children's applications). This call will discuss your needs and they may be able to agree solutions and actions at this point which will assist you. They may also agree a care plan with you.



3



If the telephone assessment confirms that you will need a more detailed assessment, LCC will place you on a waiting list for a home or virtual assessment. This could take 12-18 months (timescales may differ for children's applications). If your needs are urgent, they will prioritise your assessment. People with complex or life-limiting health conditions are given the highest priority.

4

After the home/virtual assessment has been completed by the Occupational Therapist they will put together a care plan. If they agree that a major adaptation to your home is required, they will complete a referral to SLH, outlining what adaptations are required and they should also discuss with you if moving to a more suitable home would be more appropriate. They will also advise you if you will be required to pay for this adaptation and discuss any funding options that may be available such as a Disabled Facilities Grant (DFG).



5

When SLH receives the referral from LCC, we will record this on our adaptation database. SLH will then contact you to make arrangements for a home visit. This home visit will be with a Tenancy Support Officer (TSO) and an Asset Surveyor and will be carried out within 28 days of the OT referral being received. During the home visit the TSO will visit you to discuss if rehousing is a more appropriate option. The TSO will assist in completing a transfer application form and a DFG application (if appropriate). The Asset Surveyor will assess the size and structure of your home to see if the alterations requested are feasible. There may be circumstances in which your home may not be suitable for adapting and therefore rehousing will be your only option.



6



After the visits have been completed, if major adaptations are still required, then your application will be added to our waiting list. There is currently a 12 – 18 month wait for adaptations due to the level of demand for this service. You will receive a letter confirming that your request has been added to the waiting list.

7

In January each year, we put together the programme of works for the next financial year. If your adaptation is planned for the following financial year, we will write to you and tell you.



8



Between January and April, our contractor Avela Home Service will contact you to carry out a technical survey and put together a schedule of work, costs and estimated timescales. Depending on the complexity of the work required, or where DFG funding is required, this schedule may need to be returned to LCC for approval.

9

Once LCC and budget approval has been received, we will notify you about when the works will commence. Two weeks prior to the works commencing, Avela Home Service will dedicate a Tenant Liaison Officer (TLO) to you, who will be your point of contact during the works.



10



When the works are completed, an SLH surveyor will inspect the quality of the work completed and you will have the opportunity to complete a satisfaction survey.

11

SLH will notify LCC that the works have been completed and we will request (if necessary) any DFG funding from them. If you are required to make a financial contribution towards the adaptation SLH will invoice you directly for your proportion of costs.

