



tworivers  
HOUSING

# Adaptations

## Understanding the process



# Staying independent – home adaptations

Two Rivers Housing is a not-for-profit community organisation providing quality affordable homes for local people.

Quality homes are the building blocks for a better quality of life and opportunity for all. This is even more important for people who have mobility difficulties or other health problems.



*Above: Grab-rails fitted*

Two Rivers Housing has invested over £600,000 on adapting tenants' homes to keep them comfortable and independent. We work with local councils to deliver a complete package.

## Adaptations to suit your needs

If you have mobility or health problems which mean you can't climb steps, or need to use a wheelchair in your home, then we may be able to make practical adaptations to help you.

If you need adaptations, including major work such as wet rooms, over-bath showers, stair lifts or heating changes, you will need to contact one of the following:

- **Gloucestershire Social Care Help Desk:  
01452 426 868**
- **Herefordshire Council Advice & Referral Team:  
01432 260 101**

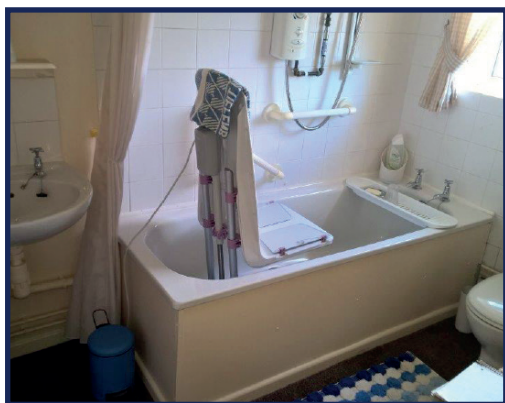
Experts from Occupational Therapy will look at your personal circumstances and decide what you need. They will contact us and then we will work with the relevant council to find out if funding is available for you, and to plan the work.

### How long will it take?

A minor adaptation, like a grab-rail or a ramp, can be completed quite quickly because this is usually funded directly by Two Rivers Housing.

Major adaptations are more complex, so we will do what we can to help move the job along as fast as possible.

As the process can be quite detailed, this leaflet includes a brief overview of how things work. Please see the back page for further information.



*Before: Original bathroom suite*



*After: Newly-fitted wet room*

# The adaptations process

## A step-by-step guide

1

If you find it difficult to contact us, think about asking a relative or friend to make the call for you.

2

If you need a minor adaptation, call Two Rivers Housing on 0800 316 0897. We can fund these smaller jobs from our own budget. Please note: an Occupational Therapist (OT) assessment may still be required.

3

If it's a minor job, the OT will talk it through over the phone and approve it so we can get to work as quickly as possible.

4

For any larger adaptations, call **Gloucestershire Social Care Help Desk** on **01452 426 868**, or **Herefordshire Council Advice and Referral Team** on **01432 260 101**.

5

If it's a more complex job, the OT team will book an appointment to visit you. Please note there's a waiting list, so you may have to wait a while.

6

The OT's recommendations will be sent to Two Rivers Housing.

7

The Housing Adaptations department at the council will contact you to work out if you are eligible for funding. Grants are means-tested, so you are not guaranteed to get assistance.

8

Once we know the council will fund the work, we will visit your home to make a practical plan for delivering it.

9

We will get quotes from contractors to ensure we achieve the best quality job for you, and the best possible value for money.

10

When the local council approves the quote, the contractor will start work as soon as possible.

**Enquiries should be made to our Homes Inspector.**

## The adaptations process Help and support

- If you find this process confusing, why not ask a friend or family member to make the calls for you?
- When you get a visit from either the council or Two Rivers Housing, you can ask your friend or family member to be there to help you.
- Always make sure you check the identity of anyone who comes to your home. All our staff and representatives carry identity badges and will be happy to show them. If in any doubt, do not let them in and call us to check that they are who they say they are.
- Once things are underway, we will always be on hand to help and answer any questions you may have. Just ring 0800 316 0897.


### CONTACT US

**Telephone: 0800 316 0897**

If you would like this leaflet in large print or audio CD, please call us.

**Website:** [www.tworivershousing.org.uk](http://www.tworivershousing.org.uk)

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Registered Charity No: 1104723



Date: November 2018