

Small adaptations and improvements





This leaflet tells you what to do if small changes are needed to your home to help you to live there more easily. These changes are called, 'small adaptations' or 'improvements'.

If you would like this leaflet in another language or format (such as large print, audio or Braille) or if you require the services of an interpreter, please phone your supported housing officer on 0333 320 2675.



اس اشاعت کی نقل اگر آپ کو کسی دیگر زبان یا شکل (فارمیٹ) میں چاہئے، یا اگر آپ کو ترجمان (انٹرپریٹر) کی خدمات درکار ہوں تو برائے مہربانی کسٹمر سروسز سے فون نمبر 0333 320 2675 پر رابطہ کریں۔

Jeśli chcieliby Państwo otrzymać tę publikację w innym języku lub formacie (na przykład dużym drukiem, w wersji dźwiękowej lub brajlem) albo potrzebują Państwo usługi tłumacza, prosimy o zatelefonowanie do Biura Obsługi Klienta pod numer: 0333 320 2675.



Can any type of adaptation or improvement be done?

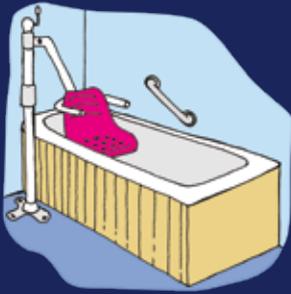
No, usually the work must:

- Help you to live in your home more easily and for longer
- Be recommended by an occupational therapist
- Cost less than £10,000
- Not cause a problem for other tenants, if you share your home with others

What type of work might be done?

Here are some examples of work that may be carried out, but this list does not include everything:

- Fit handrails
- Fit a ramp
- Make steps shallower
- Widen a doorway
- Change a bathroom to make it easier to use
- Provide easier access to a back garden for wheelchair users



How does the scheme work?

The rent charges collected for small adaptations or improvements are added together for all the homes RWP own. In this way work that costs a lot of money can be carried out when needed. If we kept the money separate for each address it would take a long time before enough money was collected to do work on that home.

Even so, we can only do work if:

- Enough money has been collected from all of our homes where a charge is being made
- We have enough money for that year for everything that we have been asked to do



If you agree to do the work how quickly will it be done?

We cannot say how long each job will take because each one is different. Sometimes changes to your home need planning permission from your local council before we can start the work.

Once we have got all the costs and permissions we can then give you a date when the job will be finished.

Most jobs are finished within 20 days of us receiving approval but can be delayed where we have to wait for information such as, the occupational therapist's report.





What happens if there is not enough money to do the work?

If we do not have enough money to do all the work that people ask us to do, then we will decide which work is most needed. This is called 'prioritising'. To help us to decide we will look at things like:

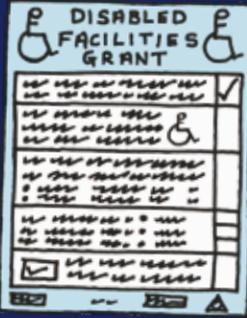
- If there are any health and safety risks if we did not do the work
- If you have recently had money spent on other adaptations to your home and are now asking for more. We try to be fair and use the money for as many tenants as need it
- If we will need to spend extra money in the future to keep the new adaptation in good working order



If I ask for some work, why might you say no to me?

We might not do the work for a number of reasons. For example:

- If the work should be funded through your local Council's Disabled Facilities Grant
- If you do not pay a charge in your rent for small adaptations and improvement work
- If there are too many tenants asking for work to be done and we have not got enough money (see page 8)
- If the work you are asking for costs too much
- If an occupational therapist feels that the work is not required, or would be detrimental to you





What happens if you say no to me?

Every April we will look again at the work we have had to say no to in the year before. We will do this before we look at any new work we have been asked to do.

You might want to look at what other money you can get from somewhere else to help you. A good place to start is with your local authority.

Sometimes we can only pay for some of the work so you may want to pay for the rest yourself.





The service you can expect from us

To make sure that you get the best service possible, we are making the following promises to you:

| We promise: | When we will do this: |
|-----------------------------------------------------------|-------------------------------------------------------------------------|
| To write to tell you if your request will be done or not. | Within six weeks of getting your request form. |
| To write to tell you how long the work will take. | Once we have been to your home and we know how much the work will cost. |
| To ask how happy you are with the work done to your home. | When the work is finished. |



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