

Adaptations

to your home



This leaflet explains what adaptations are available to you as a resident of Newport City Homes and how to apply for them.



What are adaptations?

Adaptations are aids and alterations that allow you to live safely and comfortably in your home. They help you to continue to live independently in your home for as long as possible.



What minor adaptations can I have in my home?

Examples of the range of minor adaptations we can provide are:

- Grab rails
- Bannister rails
- Lever taps
- Door entry systems
- Widening of doors for wheelchair users
- Key-safes
- External handrails
- Installation of half steps
- Small ramps (for wheelchair users).



How do I apply for a minor adaptation?

Telephone us on (01633) 381111 and a member of our team will take your details and forward your request to the Adaptations team. Please note that depending on your request our Adaptations Surveyor may need to assess if it is possible.



What happens next?

If your minor adaptation request is possible then our contractors will contact you directly to arrange commencement of the works on a date that is convenient for you.



What major adaptations can I apply for in my home?

Examples of the wide range of major adaptations we can provide are:

- Stair-lifts
- Through floor lifts
- Level access showers
- Kitchen adaptations
- Extensions
- Large ramps (for wheelchair users).





How do I apply for a major adaptation?

For major adaptations you will firstly need to contact Newport City Council on (01633) 656656 and ask to speak to the Community Occupational Therapy team.

Newport City Council Occupational Therapist (OT) will then come to your home to completed an assessment of your needs.

Once they have completed the assessment they will send any recommendations they feel are needed to us.

Based on our criteria we will check to see if we can proceed with the adaptations and we will write to you with the outcome.





How do we assess if a major adaptation is possible?

Please note that OT recommendations do not guarantee that adaptations will be carried out to your home. We need to consider your individual circumstances based on:

- Household size, in particular where residents are under-occupying a property that is in high demand as a family home
- First-floor properties or above where there is no lift
- The impact of the proposed adaptations on the full and proper use of the property
- The value for money, and also our ability to re-let the property in terms of the cost of the works
- The availability of more appropriate alternative accommodation
- The availability of existing support networks
- Where the adaptations will not meet the long term needs of the resident
- Budget restrictions.

In some instances the recommendations may need to go to our Major Adaptation Panel to make the decision.





Major Adaptation Panel decision

If we are unable to adapt your home then our Lettings team will contact you to discuss your options regarding a move to more suitable accommodation.

If the adaptations are not possible then we will write to you with an explanation and outline your options to you. Please note that if you do not agree with the decision then you have the right to appeal in writing within 14 days of receiving the letter.

However, if the Major Adaptation Panel agree with the OT recommendations then we will write to inform you of the outcome.



If the OT major adaptations recommendations are accepted, what happens next?

If the major adaptations recommendations are accepted then the Adaptations Surveyor and/ or contractors will need to visit you at your home to see if they are feasible. This visit will determine if the works can be carried out.

Please note that we operate a waiting list for all major adaptations and you will be advised of waiting times if the works has been agreed. We will contact you when you have reached your turn on the waiting list to arrange commencement of works.

Our Adaptations team has helped hundreds of residents enjoy their home with renewed comfort.

Contact details for minor adaptations

If you think you will benefit from a minor adaptation in your home, please contact us:

Email: enquiries@newportcityhomes.com

Tel: (01633) 381111

Visit: Nexus House
Mission Court
Lower Dock Street
Newport
NP20 2DW



Contact details for major adaptations



If you would like a major adaptation to your home, please contact Newport City Council's Occupational Therapist team at: (01633) 656656

