

Aids and adaptations



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If you have a disability that stops you being able to make use of your home or live independently, Thrive Homes may be able to adapt your home to make it easier for you to manage. If this is not easily or reasonably possible, we can usually offer you other solutions that you might want to consider.

What types of adaptations do you need?

If you need help getting around inside or outside of your home we can probably help.

Minor works

Minor works include things like:

- grab rails – to help you move around safely in the home
- lever taps – to help you turn taps on and off in the kitchen and bathroom
- bannister rails – to help you go up and down stairs safely
- additional lighting – to help you if your sight is affected.

If you only need minor works, all you need to do is ask!

Ring our customer contact centre on 020 8428 4428 or freephone 0800 917 6077 or write to Thrive Homes at the address on the back.

Major works

Major works include things like:

- level access shower – installed instead of a bath to help you to look after your personal care
- stair lift – to help you go up and down the stairs

- ramps – to help you get into and out of your home safely
- widening door openings – to help you if you need to use a wheelchair in your home.

If you think you may need some major adaptations to your property you will need an assessment from an occupational therapist. You can arrange a visit by contacting Hertfordshire County Council Occupational Therapists **Adult Care Services** on **01923 471400**. They will make an appointment to visit you and give advice on any adaptations that may help you.

If you need advice on adaptations for a child (under 19 years) contact **Children Schools & Families** on **01923 471500**.

What happens next?

The occupational therapist will visit to discuss your needs with you and how we can help you to stay living independently. If the best way to help you is to make changes or adapt your home, the occupational therapist will write to Thrive Homes. Thrive Homes will consider all requests (as long as they are included in our Adaptations Policy) but it may be that there is a simpler or more cost effective solution. If this is the case, we will discuss this with you.

Once the work has been agreed with you and the occupational therapist, Thrive Homes will arrange for a contractor to carry out the work. You will be given all the details and the work will be arranged with your agreement at a time that is convenient.

Who pays for the adaptations?

Before any major works are carried out you will be asked to complete a form to assess your finances and your ability to pay all or some of the cost of the work. If you are receiving benefits such as income support or housing benefit you will not have to

pay. Thrive Homes will pay for the adaptations or part of the cost if you are asked to pay something towards the works.

Thrive Homes will also pay to maintain the adaptations or carry out necessary repairs. However if you apply to buy your property all maintenance and repairs will then become your responsibility and you will have to pay for them.

Can I have a copy of Thrive Homes' Adaptations Policy?

Yes, the policy is available on our website www.thrivehomes.org.uk or if you would like a paper copy, please ring our customer contact centre on 020 8428 4428 or freephone 0800 917 6077.

What are the other ways that Thrive Homes can help?

Sometimes it might not be possible to carry out adaptations in your home. If this is the case we can usually still help. For example, you might wish to consider transferring to a more suitable property that can be adapted for you or in some cases, a property which already has the adaptations installed.

We can help you to organise the move and if you were to move to a smaller property you might qualify for the Incentive to Move payment. If you are over 60 you will also be able to make use of our free handy person service for those little jobs around the home that need doing when you move.

How long will it all take?

Our aim is to complete:

- minor works within 5 working days
- major works within 14 weeks.

However, there is always a big demand for these types of works and unfortunately this means that sometimes the money is not always available straight away. In this case you would be placed on a waiting list and we would tell you approximately how long you will have to wait for the works to be carried out.

Can I move house after adaptations have been carried out?

Only in exceptional circumstances. You will not be considered as a priority for a housing transfer if we have carried out major adaptations for you. This would mean that you would not be considered for at least 5 years.

Useful contacts

Hertfordshire County Council Adult Care Services
01923 471 400

Children Schools & Families
01923 471 500

Vision

A thriving community
where there are life choices
and opportunities

Mission

To provide high quality homes and excellent
services to help develop communities where
people will enjoy living

Values

These inform the way that we work at
Thrive Homes. We are:

● **Open** ● **Respectful** ● **Excellent** ● **Reliable**

Thrive Homes information is available in **large print**, on our website and spoken word translation. Please contact us free on 0800 917 6077 to discuss how we can help you. We want to ensure our services are fair, and accessible. If you know anyone who may need this type of help and support please tell us.

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