

Aids & adaptations service

If you need this document translated, in large print, on tape, or in braille, please contact the Contact Centre (0800 040 7989), your area office, estate officer, support worker or scheme manager.

إذا أردت هذه الوثيقة بالحروف الطباعية الكبيرة، أو على شريط كاسيت، أو بطريقة برايل للمكفوفين، يرجى الاتصال بمركز الاتصالات على الرقم (0800 040 7989)، أو بمكتب المنطقة أو بالموظف المسؤول عن العقارات أو بموظف الدعم أو بمدير المشروع.
Arabic

এই ডকুমেন্ট (প্রমাণপত্র) যদি আপনার জন্যে অনুবাদ, বড়ো ছাপার অক্ষর, টেপ অথবা ব্রেইনে প্রয়োজন হয় তা হলে কন্টাক্ট সেন্টার (0800 040 7989), আপনার এরিয়া অফিস, এস্টেট অফিসার, সাপোর্ট ওয়ার্কার অথবা স্কিম ম্যানেজারকে অনুগ্রহ করে যোগাযোগ করুন।

Bengali

如果你需要本文件的翻譯版本、大字體版本、錄音帶版本或盲人點字版本，請致電(0800 040 7989)聯絡聯絡中心 (Contact Centre)、地區辦事處、屋苑職員、支援員工或計劃經理。

Cantonese

Εάν χρειάζεστε αυτό το έγγραφο σε μετάφραση, σε εκτύπωση με μεγάλους χαρακτήρες, σε κασέτα ή σε γραφή Μπράιι, παρακαλούμε να επικοινωνήσετε με το Κέντρο Επικοινωνιών (0800 040 7989), το τοπικό σας γραφείο, τον προϊστάμενο συγκροτήματος, τον υπεύθυνο υποστήριξης ή τον διευθυντή προγράμματος.

Greek

ئەگەر دەتەوێت ئەم نووسراوەت بە تەرجومە کراوی، بە چاپی بیستی گەورە، لەسەر شریتی یان بە بریل (شیوازی نووسینی نابینا) بۆ دابین بکەیت، تکایە پەیوەندی بکە بە سەنتەری پەیوەندیکردن (0800 040 7989)، ئۆفیسێ خانووبەری ناوچەکەت، کارمەندی گەڕەکەکەت، کارمەندی پشتگیریی یاخود بە بەرپۆبەری بیناکە.

Kurdish

Haddii aad rabtid in dokumentigaan lagu turjimo, lagu daabaco far- waawayn, cajal, ama farta indhoolaha Braille, fadlan kala xiriir Xarunta Xiriirka(0800 040 7989), xafiiska xaafaddaada, sarkaalka xaafaddaada, hawladeenka taageerida ama maamulaha nidaamka.

Somali

Si necesita este documento traducido, en letra grande, en cinta o en braille, póngase en contacto con el Centro de Contactos (0800 040 7989), la oficina de su zona, el funcionario de la urbanización, el trabajador de apoyo o el gerente del programa.

Spanish

Bu dökümanın tercüme edilmiş, büyük puntolarla, kasette veya Braille ile (görmeyenler için) yazılmış bir nüshasına ihtiyacınız varsa, lütfen İlişki Merkezi (0800 040 7989), yörenizdeki daire, site memuru, destek memuru ya da proje yöneticinizle temas kurun.

Turkish

کراپہ داروں کے لیے اس دستاویز کا ترجمہ اگر آپ کو چاہئے، یا یہ کتابچہ بڑے حروف کی چھپائی، ٹیپ یا بریل میں درکار ہو تو برائے مہربانی کانٹیکٹ سینٹر سے فون نمبر (0800 040 7989) پر یا اپنے ایریا آفس، اسٹیٹ آفیسر، سپورٹ ورکر یا اسکیم مینیجر سے رابطہ کریں۔
Urdu



What are aids and adaptations?

Aids and adaptations are equipment or modifications to your home that help you carry out your daily activities and enable you to stay living more independently in your home.

The types of works are either:

Minor adaptations such as: grab or hand rails; lever taps; door entry systems; flashing door bells.

Or

Major adaptations such as: walk-in showers; hoists; ramps; stair lifts; widening doors.

How do I ask for an aid and adaptation?

If you are an Origin Housing tenant, we can help you, by visiting you at home, talking to your occupational therapist, helping you fill out funding applications, acting on your behalf with the local authority, obtaining quotations, overseeing the contractors, and answering any queries you may have.

You, or a household member need to get an assessment from an occupation therapist by contacting your local authority.

Your Origin Housing Adaptations Coordinator can help you:

Telephone: **020 7284 5450**, or email: adaptations@sph.org.uk. Or telephone our Contact Centre on **0800 040 7989**.

If you want a minor adaptation, we will order the work and aim to get it done within 14 days of the assessment.

We aim to get major works done within 2 months of receiving the Grant for the works.

How will the works be paid for?

Origin Housing will pay for minor aids and adaptations under £1000.

The local authority may pay for the major adaptations with a Disabled Facilities Grant. This is subject to a means test e.g. that you receive Pension Credit Guaranteed or Income Support. If you don't get these benefits, we will assist in getting the works done.

Some charity organisations fund adaptations for specific medical conditions.

Children needing adaptations will get these done free automatically.

Additional service charges may be made where the adaptations need regular servicing or maintenance. This is usually for major adaptations such as stair lifts, hoists or specialist toilet, where there is a need for regular safety checks and servicing.

What happens if an adaptation can't be done?

Sometimes we can't adapt your home due to technical reasons. We will discuss your options with you, such as whether you could be offered another home that better meets your needs.

Self help

Not all disabilities require the home to be adapted. The Occupational Therapist can sometimes supply small, portable items to help you with everyday life. There are also a number of businesses which specialise in the sale of aids – details of these can be found at Yellow Pages or by searching on the internet.