



“JOHNNIE” JOHNSON
HOUSING



Aids and adaptations - what you can expect

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This leaflet describes “Johnnie” Johnson Housing’s agreed procedure for adaptations and is an example of partnership working to provide better services for people with disabilities.



Aids and adaptations can include a range of measures which assist people in our properties to lead more fulfilling lives. Grab rails and ramps are typically the kind of aids that may be provided to help people stay in their homes and play an active part in the community.

“Johnnie” Johnson Housing has developed a procedure to ensure that requests are dealt with consistently across the organisation. This leaflet explains how your request for an adaptation will be dealt with.

What you need to do

Minor adaptations (i.e. grab rails, lever taps)

You should contact either the scheme manager or your local authority adult services who may have these items in stock.

Major adaptations (i.e. walk-in-shower, stairlift)

You can make a request for an assessment direct to your local authority adult services department. If you prefer you may contact the scheme manager or the housing/area manager who will make the referral on your behalf.

In general there can be a long waiting list for occupational therapy assessments. It is important therefore, that requests for assessments are made as soon as you are aware that you are having difficulty, rather than waiting until you are in a crisis situation.

What will happen

An occupational therapist will complete a needs assessment and may recommend the adaptation.

If this cannot be funded by your local authority through a disabled facilities grant or they cannot provide the equipment, you will be entered onto the Trust's waiting list for adaptations. You should be aware that the Trust will award you a needs priority of high, medium or low - this and availability of funding will determine the length of time you wait for your adaptation.

High: Where activities are performed more than once per day. Funding will be awarded where the quality of life is at risk i.e. a tenant cannot be released from hospital as they can't manage without the adaptation. These will be classified as a top priority and will be allocated based on the level of need.



Medium: Where activities are performed daily/ every other day; to increase independence or to relieve a carer of a task. Medium priority adaptations will be allocated in order of time spent on waiting list.

Low: Allocated where the adaptation need is low and there are other options. These adaptations will only be considered if there are no high or medium priorities outstanding.

What we will do

The Trust will then consider the recommendation and decide if the adaptation can be carried out. We will consider matters such as:

- what your wishes and preferences are
- whether the cost of adapting your property is reasonable and if there are sufficient funds to do this
- whether there is another property available now or in the near future that would meet your needs.

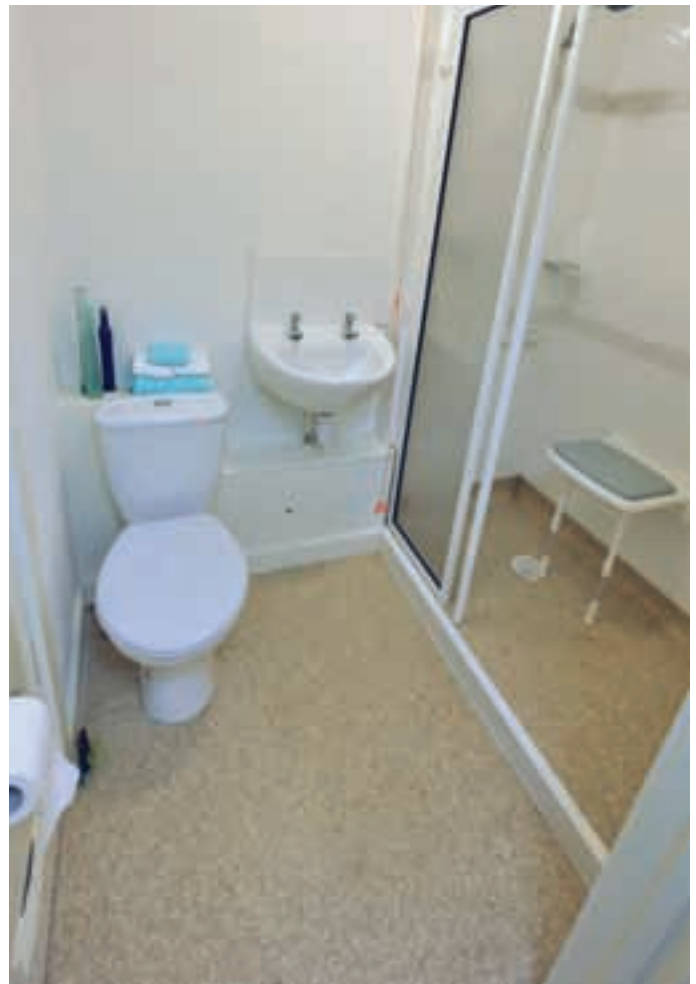
It may be the case that adapting your home is just not possible at reasonable cost or that another property may meet your needs. The important thing is that the Trust, the occupational therapist and you, work together to reach a solution which helps you.

Once the adaptation has been agreed by all, we will arrange for the work to be carried out. The length of time this takes will vary greatly depending on the extent of the work to be done, as well as other factors such as availability of funding, availability of parts, equipment, services and adverse weather conditions.



Where we decide not to undertake adaptations, following a needs assessment, we may grant landlord's consent for you to undertake the work yourself through a recommended contractor, you'll need to request this in writing to your area/housing manager. In these instances you will be responsible for the ongoing maintenance and repair of these adaptations.

When the work is completed we will contact you to ensure that the work has been carried out to your satisfaction. If there are any problems we will work with you to resolve them.



Service standards for aids and adaptations

These standards aim to inform you what you can expect of us and will be explained to you in a specific leaflet. On at least an annual basis we will report to you on our performance regarding these standards.

- When we receive a request for aids and adaptations it will be acknowledged within three working days.

- Work determined to be 'minor' (i.e. necessary and under £100) will be completed within 28 working days of your initial enquiry.
- Once the occupational therapist assessment is received you will be added to the waiting list.
- Once you have been added to the waiting list you will be updated annually.
- A customer satisfaction form will be issued to you within seven working days following completion of your adaptation.

Any matters that you raise concerning dissatisfaction will be dealt with through the Trust's complaints procedure.



If you need a translation service please contact our Customer Service Centre on 0845 604 1095 or visit our website at www.jjhousing.co.uk

Haddii aad u baahan tahay adeeg turjibaan, fadlan la xiriir Xarunteena Adeega Macmiilka (Customer Service Centre) lambarka 0845 604 1095 ama u soo booqo shabakadda internet'ka cinwaanka www.jjhousing.co.uk

Somali

আপনার যদি অনুবাদ সাহায্য-সহায়তার প্রয়োজন হয় তাহলে অনুগ্রহ করে আমাদের কাস্টমার সার্ভিস সেন্টারকে 0845 604 1095 নম্বর ফোন যোগাযোগ করুন অথবা আমাদের www.jjhousing.co.uk এই ওয়েবসাইট দেখুন

Bengali

শ্রী তমনে ট্রেন্সলেশন (তরজুমানেলি) সেবানী জরুর জগায় নী কৃপা করী 0845 604 1095 ওপর আমরা কস্টমার সার্ভিস সেন্টার নী সংপর্ক সাঘশৌ অথবা আমরা বেপসার্চটনী মুলাকাত লৌ- www.jjhousing.co.uk

Gujarati

Jeżeli potrzebujesz usługi tłumaczenia prosimy o kontaktowanie się z Ośrodkiem Obsługi Klienta pod 0845 604 1095 lub odwiedzenie naszej strony internetowej www.jjhousing.co.uk

Polish

如果您需要翻譯服務，請聯繫我們的用戶服務中心（**Customer Service Centre**）
電話：0845 604 1095。同時您也可以登陸我們的網站，網址：www.jjhousing.co.uk

Cantonese

اگر آپ کو ترجمہ خدمت کی ضرورت ہے تو براہ کرم ہماری کسٹمر سروس سینٹر سے 0845 604 1095 پر رابطہ کریں یا ہماری ویب سائٹ
- دیکھیں www.jjhousing.co.uk

Urdu

Os oes angen gwasanaeth cyfieithu arnoch, cysylltwch â'n Canolfan Gwasanaeth Cwsmeriaid os gwelwch yn dda ar 0845 604 1095 neu ewch i'n gwefan yn www.jjhousing.co.uk

Welsh



"JOHNNIE" JOHNSON
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Head Office

Astra House, Spinners Lane, Poynton, Cheshire SK12 1GA

telephone 0845 604 1095 email: general.enquiries@jjhousing.co.uk www.jjhousing.co.uk

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Social responsibility and business excellence – making a positive difference to people's lives



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