

MVHA Aids and Adaptations Leaflet

Do you have problems moving around your home?
We are committed to provide adaptations to help you live safely and independently in your home.

If you require this leaflet in large print, Braille, on tape or in a different language, please call us on 0800 0730417.

What do MVHA class as Adaptations?

An adaptation is a change that is made to your home to make it easier for you to live there. We have two classifications of adaptations.

Minor Works – Lever Taps / Grab Rails / steps / small ramps etc.

- We know that as people get older they find it difficult to turn taps on and off. MVHA will fix lever taps to assist if needed.
- If you are experiencing difficulty in managing steps into your property MVHA may be able to modify the steps to ease access. If necessary a small ramp may be provided.
- Similarly, MVHA are happy to provide grab rails to help residents get into their properties easily and safely. We can also fix grab rails in bathrooms to make life easier where we can. MVHA may seek professional advice on the actual location of grab rails before fitting them.

MVHA normally undertake Minor Adaptations directly and at no cost to you.

Major Works – typical examples are

- Widening doors and installing ramps to make it easier for you to access and get around your home
- Flashing or vibrating alarms / doorbells for residents with severe hearing or visual impairment
- Providing stairlifts to help use access the upper floor when residents find using the stairs difficult

- Installing level access showers / wet rooms when a resident finds it difficult to use a bath
- Specific kitchen works where a wheelchair user finds it difficult to use normal height kitchen units etc.

Please ask your Area Housing Manager if you feel you need a major adaptation that is not listed here.

Are there costs involved?

Normally adaptations carried out will not require any payment from you.

All requests for **Major Work** Aids and Adaptations will be subject to Disabled Facilities Grant (DFG) consideration via Mole Valley District Council. MVHA will instigate the DFG process with the Council on receipt of any request from a resident and the Occupational Therapist's report. If the cost of the works is likely to exceed the current DFG maximum funding (£30,000), additional funding opportunities may be available and these will be explored as part of the application.

DFG applications are means tested – this means that residents may be asked to make a contribution towards the costs of works undertaken. MVHA may, in exceptional cases, help to pay for some of a resident's contribution required. (please note this is not applicable to Leaseholders)

If we install, or provide you with, equipment that needs annual servicing and periodic renewal (for example, a stairlift) we may ask you to pay a service charge to help cover these costs. These charges may be eligible for payment via Housing Benefit.

Other considerations and important notes

Any work undertaken is subject to MVHA's written authorisation. A resident **MUST NOT** arrange to modify a property directly, or via DFG funding, without the express, and written, permission of MVHA. Where necessary, appropriate Planning Permission and Buildings Regulations clearance **must be obtained** – this will normally be handled via the contractors who are managing the works.

All requests for major works will be subject to an Occupational Therapist's examination and recommendation. The level of need as established by the Occupational Therapist will be used as guidance to whether the work will be authorised or not. Sometimes the Occupational Therapist will supply appropriate specific equipment, therefore rendering major adaptation works unnecessary.

All requests will be considered in light of the occupancy of the property. For example if you are currently living in a property that may be too large for your needs, you will be asked to consider a transfer to more appropriate accommodation. MVHA has to ensure appropriate use of our properties and may be able to assist you find alternative, more suitable accommodation more quickly than waiting for a major adaptation to be carried out. MVHA usually assist with moving costs when

someone downsizes to a smaller property and can pay up to £5,000 in some circumstances. (Contact your Area Housing Manager for details).

Kitchen appliances **may** be provided via a DFG application. These, however, **will not** be subject to MVHA repairs, maintenance or replacement – you would be responsible for this.

Unfortunately the provision of major adaptations may take some time owing to the various people and organisations involved.

If your property is subject to improvements scheduled under the MVHA Decent Homes programme, it may be possible to provide and aid or adaptation providing that MVHA are aware of your need – please let us know as soon as possible.

Only in very exceptional circumstances will MVHA provide stairlifts, or similar adaptations, in communal areas in blocks of flats or similar properties. This is owing to the possibility of damage and potential vandalism.

In some circumstances it may not be possible to provide the adaptation necessary in which case we may advise that the resident moves to a different property. An example of this may be where a ramp is required to facilitate entry into the property but where the actual ramp would be too steep for Health and Safety regulations, or cannot be configured due to limited property access.

To request an Aids and Adaptation to your property please:

Contact your Area Housing Manager or Sheltered Scheme manager directly or complete the request form attached or on the MVHA Web site.

Aids and Adaptation application request

Name _____ Contact telephone no _____

Address

What is the adaptation that you feel is required – and why do you need it?

For whom is the adaptation required?

Self Partner Child Other (please tick as necessary)

If not yourself, please give name and Date of Birth of the person for who the request is made and what is their relationship with you.

Please provide your doctor's name and surgery address

Signed _____ Date: _____

Please return completed form to:

Customer Services, MVHA, Regent House, Station Approach, Dorking, RH4 1TF