



Find out about...

# Aids & Adaptations



Community  
**GATEWAY**  
Association

Developing neighbourhoods in Preston

If you, or a member of your household, have a disability that makes living in your home difficult, it may be possible for CGA to adapt your home to meet your needs

### **Minor adaptations (less than £500)**

For minor adaptations, including grab rails, extra banister rails, lever taps, or accessible switches, simply call the Gateway Repair Line on 0800 853 0213. Once we have agreed to carry out the works, we will complete them within 20 working days.

If we do not agree to carry out the works, we will write to you and let you know why.

### **Major Adaptations (£500 or more)**

If you think you require more major improvements to your home, you can call the Gateway Repair Line on 0800 853 0213 or complete the form at the back of this leaflet and return it to us or if you have a social worker or an occupational therapist, you can talk to them and ask them to write to us about your needs.

Following your request we will:

- if necessary, arrange an appointment for a member of staff to visit you to assess your needs and collect more detailed information about the problems you are having in your home.
- make a decision based on your needs; if the work is reasonable and practicable; and whether a move to a more suitable property would be more appropriate.

### **Moving Package**

If it is agreed that your needs can be better met by moving to a more suitable property, CGA can offer the following package:

- A £200 moving-in payment to subsidise the cost of your move.
- Up to £250 towards the purchase and fitting of carpets throughout your new home.
- Payment of removal costs up to £300
- Decoration of two rooms in your new home

## Occupational Therapist

If we decide that the work is reasonable and practicable you will be placed on a waiting list for an occupational therapist assessment to be carried out. The assessment process is under the control of Social Services and will look at your long term need. It will be carried out within your home and Social Services will send you a copy of their recommendations.

- This specialist assessment will detail the work required, taking into account your needs and will assess if the work is urgent or non urgent.
- Urgent work will usually be carried out within 2 months of CGA receiving the occupational therapist's recommendations.
- Work assessed as non urgent will join our waiting list and be processed in date order



## Our Service Standards

We will:

- contact you on a regular basis to update you on the progress of your application
- Give a clear point of contact at every stage
- Seek customer's views & comments on how we can improve our service
- Review the service annually
- Provide all documentation in alternative languages and formats upon request





## Application form

Name

Address

Postcode

DOB

Contact Tel No

Which member of your household needs an aid or adaptation?

What is their relationship to you?

What is their DOB?

What type of adaptation do you need?

Why do you need this adaptation?

Office use: Date rec'd, officer, referred to.







## Want to know more?

To find out more about our service, please contact:

### **Gateway Repair line**

Deltic House, West Strand,  
Preston PR1 8UY

t: 0800 953 0213

Opening hours 9.00am to 5.00pm  
Monday to Friday

### **City Centre Office**

Unit 17/19 St John's Centre,  
Lancaster Way, Preston PR1 1FB

Opening hours 9.00am to 5.00pm  
Mon, Tues, Weds, Friday  
and 10.30am to 6.00pm on Thursday

If you live in the Moor Nook area you  
can also speak to the

### **Moor Nook EMB**

Langden Drive, Ribbleson, Preston

t: 01772 268005

Opening hours 9.00am to 12.30pm  
Monday to Friday

Other contact details:

e: [repairs@communitygateway.co.uk](mailto:repairs@communitygateway.co.uk)

w: [www.communitygateway.co.uk](http://www.communitygateway.co.uk)