YOUR GUIDE TO
Aids and Adaptations



We offer an aids and adaptations service to all Community Gateway (CGA) tenants. This guide sets out how you can request support to help you remain living in your home comfortably.

Minor adaptations

Minor adaptations involve relatively simple changes to your home that can make a big difference to your quality of life, or that of a household member. They generally have a value of less than £1,000 and are usually funded by CGA. These can include:

- Grab rails
- Bannister rails
- Key safes
- WC adjustments
- Lever taps

You may need to provide medical evidence that you require these adaptations, we will let you know following your request if this is the case.

How to request a minor adaptation

Call us: **0800 953 0213 (option 1)**

Email us: **adaptations@communitygateway.co.uk**

We will contact you within two working days from the date of your request and if necessary, we will arrange for a colleague to visit your home and assess the work required.

If approved, we will carry out the work within four weeks.

Major adaptations

A major adaptation involves a change to your home that costs over £1,000. This service includes:

- Special-access showers
- Stair lifts
- Ramps
- External handrails

These adaptations are usually funded through a Disability Facilities Grant (DFG) that is managed by your Local Authority or County Council.

There is usually no charge to you for major adaptations, subject to meeting the criteria for the Disability Facilities Grant.

How to request a major adaptation

To request a major adaptation, contact your local authority (For Preston City Council, this is the Adaptations Team on 01772 906355) or speak to your GP. Alternatively, you can contact us using any of the following options:

Call: **0800 953 0213 (option 1)**

Email: **adaptations@communitygateway.co.uk**

Complete the form at: **www.communitygateway.co.uk/aids-and-adaptations-enquiry**

What happens when you apply?

- You will be referred to an Occupational Therapist to assess your needs.
- Then, the local authority and CGA will check that you are eligible for the DFG grant and that your home is suitable for alterations.
- We may also look to see if we have any other suitable properties available.
- If your request is approved, you will be included on a future programme of work once funding becomes available.
- Major adaptations usually require a specialist contractor who we will appoint and manage on your behalf. You will have a direct point of contact at CGA, on hand throughout the works to ensure they are carried out to a high standard and that you are completely satisfied on completion.

There is a high level of demand for this service which can lead to delays in the works being carried out once applications are approved.

Likely timescales and the next steps will be assessed on a case-by-case basis. If you are able to fund the works yourself it is possible the work could be carried out more quickly.

Give us your feedback

We welcome your compliments, complaints and comments to help us improve our services. We will make sure that your feedback is addressed fairly, effectively and promptly. Submit your feedback via any of the methods below:

- Online: Complete the form at **www.communitygateway.co.uk/complaints-and-compliments**
- Email: **complaints@communitygateway.co.uk**
- Phone: **0800 953 0213 (option 6)**
- Visit us: **Harbour House, Portway, Preston, PR2 2DW**
- Write to us at: **FREEPOST RTSY-EKRT-ASKR - Service Improvement Team, Community Gateway Association, Harbour House, Portway, Preston, PR2 2DW.**

Request this guide in a different format

If you require this guide in a different format such as larger print, or in a different language, please contact us on **0800 953 0213 (option 6).**



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