

AIDS AND ADAPTATIONS

*Salvation Army Housing Association
Customer Service Centre
33/35 Chorley New Road, Bolton, BL1 4QR*

Phone: 0800 970 6363

Fax: 01204 375768

Email: service.centre@saha.org.uk

Registered Offices: Barber Surgeons Hall, 1A Monkwell Square, London EC2y 5BL



WE ARE HERE TO HELP.

WOULD YOU BENEFIT FROM AN AIDS AND ADAPTATION?

Do you, or someone you live with, find it difficult to get around your home? If so, you may benefit from physical alterations to your home. SAHA is committed to managing its housing in the most effective way to meet its residents' needs. This includes adaptations to properties to keep abreast of your changing needs. Therefore, if you are a SAHA tenant and you, or a member of your family, are in need of an aid or adaptation SAHA may be able to assist you.

WHO DO I CONTACT?

If you think that an adaptation to your home would assist you, you should contact an occupational therapist. The occupational therapists team may work for the council or health authority, depending on where you live. Your local council or your GP will be able to tell you who to speak to. Additionally, your Housing Officer or a SAHA Customer Services Officer will be happy to assist you in this process. An occupational therapist will carry out an assessment of your needs. They will look at your housing situation and decide if you would benefit from an aid or adaptation to assist you to remain independent in your home.

HOW DO WE ASSIST?

SAHA will offer advice and assistance and, if your request has the written support of an occupational therapist, SAHA will carry out minor works for you up to the value of £500, such as

grab rails to make life easier. If you would like, we will help you claim a grant to pay for any works on the property. This is called a Disabled Facilities Grant. This will mean completing a form to assess your ability to pay which depends on your income. If you are getting the full amount of housing benefit, income support, minimum income guarantee or pension credit you may not have to contribute towards the cost. If you have savings or a regular income, or can afford to pay towards adaptations you may have to pay towards the total cost of the work. However, you will still require an assessment by an Occupational Therapist. Your Housing Officer will be able to assist you to do this if you wish.

HOW LONG WILL THIS TAKE?

The timescales depend on the complexity of the work. After SAHA receives your occupational therapist's report and recommendations, some adaptations, such as simple grab rails, can be completed within a few days whilst more specialist work such as installing a shower, can take some weeks to complete. SAHA may also help people move to more suitable accommodation when we feel that this would provide a similar benefit to improving or adapting your existing accommodation.

For further information please speak to your Housing Officer regarding your physical needs, or ring Customer Services Centre 0800 970 6363.