

هينة إسكان ليفربول LHT سعيدة بان توفر لك هذه المعلومات في شكل آخر مثلا على شريط كاسيت، بخطوط كبيرة، أو كتابة بريل أو مترجمة إلى لغة أخرى. فإذا كانت هذه الخدمة ذات فائدة لك، الرجاء الاتصال بمركزنا لخدمات الزبائن على الرقم: 01928-796000 وسيكونون سعداء بمساعدتك.

LHT 非常樂意為你以其他形式（如錄音帶、大字體或盲人凸字、或翻譯成其他語文）來提供這些資料。若是這項服務對你有幫助，請致電 01928-796000 聯絡我們的「客戶服務中心」，他們將會很樂意地幫助你。

LHT est heureux de mettre cette information à votre disposition dans un autre format comme cassette, en gros caractères ou en braille, ou traduite dans une autre langue. Si ce service vous est utile, veuillez contacter notre service clients (Customer Service Centre) au 01928-796000, et il se fera un plaisir de vous aider.

आपको यह सूचना किसी अन्य प्ररूप में, जैसे कि टेप, लार्ज प्रिन्ट या ब्रेल में, या किसी अन्य भाषा में इसका अनुवाद उपलब्ध कराने में एलएचटी को खुशी होगी। यदि यह सेवा आपके लिए सुविधाजनक है, तो कृपया हमारे कस्टमर सर्विस सेंटर से 01928-796000 पर सम्पर्क करें। आपकी सहायता करने में उन्हें खुशी होगी।

LHT پی خوشحاله نهم زانیاری یعت یو دابین بکات به شیویمکی تر وک شمريت ، چاپی گوره ، بریل ، و یان وهرگیران یو زمانیکي تر. ننگر سوود نمبینی لم خزمته ، تکایه پیوونندی بکه به سمئتری خزمته مەعمیل لھسەر 01928-796000 ، و نھوان پی خوشحاله به یارمته دانته .

LHT chętnie udostępni Państwu tę informację w innym formacie, takim jak: taśma magnetofonowa, duży druk lub w języku Braille'a bądź przetłumaczoną na inny język. Jeśli ta usługa przyda się Państwu, prosimy o skontaktowanie się z naszym Centrum Obsługi Klienta pod numerem 01928-796000, gdzie z przyjemnością pomogą Państwu.

LHT terá prazer em lhe fornecer estas informações noutra formato tais como numa cassete, em tipo grande ou em Braille, ou traduzidas noutra língua. Se este serviço lhe for útil, é favor contactar o nosso Centro de Atendimento ao Cliente no número 01928-796000 onde terão muito prazer em lhe prestar assistência.

LHT с удовольствием предоставит вам эту информацию в другом формате, например, на аудиокассете, более крупным шрифтом, азбукой Брайля или в переводе на другой язык. Если Вы хотите воспользоваться услугами нашей службы, звоните в наш отдел обслуживания клиентов по телефону 01928-796000, мы будем рады Вам помочь.

LHT waxay ku faraxsan tahay inay kuugu diyaariso akhbaartan qaabab kale sida cajalad, farta waaweynt ama Braille, ama in loo turjumo luqad kale. Haddii adeegani ku anfacayo, fadlan kala xiriiir Xarunta Adeega Macaamiisha 01928-796000, waxay ku farxi doonaan inay ku caawinaan.

LHT le puede proporcionar esta información en otro formato, tal como cinta de audio, impresa en caracteres más grandes o Braille, o traducida a otro idioma. Si este servicio le puede beneficiar, sírvase ponerse en contacto con nuestro Centro de Servicio al Cliente al 01928-796000 y con gusto le ayudaremos.

LHT is happy to make this information available to you in another format such as tape, large print or Braille or translated into another language. If this service would benefit you, or you require any further information please contact our Customer Service Centre on 01928 796 000 (local rate), and they will be happy to help you.



Policy Summary Adaptations Service



LHT is part of the Vicinity Group

Policy Aim

Liverpool Housing Trust is committed to providing a flexible adaptations service, to help promote independence, security and dignity for tenants within their own homes.

We aim to make reasonable property adjustments to meet a disabled persons needs where it is possible or practical to do so.

Minor Adaptations

Minor adaptations are smaller non technical items or work, which are usually fixed to a property and which meet a specific need.

Typical minor adaptations can include:

- △ **Grab rails**
- △ **Thermostatic mixer shower & lever taps**
- △ **Flashing light doorbells / vibrating smoke alarms**
- △ **Intercoms & door release**
- △ **Fold down shower seats**
- △ **Widening of doorways**
- △ **Temporary ramps**
- △ **Repositioning of switches**
- △ **Level access thresholds**
- △ **Assistive technology**

Eligibility Criteria

- 1. The service is available to all LHT tenants who are able to confirm they have a specific need.**
- 2. Adaptation must be either for a tenant or a permanent member of a tenant's household.**

We do not need an Occupational Therapist assessment or medical evidence for minor adaptation work. We encourage the tenant to self assess where possible. We can arrange a home visit to discuss your adaptation needs if required.

If you require an aid e.g. WC seat raisers, shower stools, bath boards, etc, we can make a referral on your behalf to the Community Equipment Store.

Targets

We aim to install all minor adaptations within 10 working days of a request being approved.

How Minor Adaptations Are Funded

Minor adaptations are funded by LHT at no cost to the applicant and will be fitted by approved specialist contractors. Our contractors will take your advice on where to position your minor adaptations so they best meet your need.

Major Adaptations

Major adaptations are larger items of work / specialist equipment needed to help meet a persons needs. The types of major adaptation that we typically undertake include:

- △ Level access showers
- △ Ceiling track hoists
- △ Stair lifts / vertical lifts
- △ External ramping to aid access to and from the property
- △ Specialist toilets and kitchens
- △ Structural works to properties such as altering internal layout

Eligibility Criteria

1. There must be a proven medical need for the adaptation.
2. Person must have lived in their current home for at least 12 months, unless there has been a substantial change in medical condition and need in this time.
3. Adaptation must be either for the tenant or a permanent member of the tenant's household.
4. They should not be on the transfer list or seeking to purchase their homes.

Major adaptations will not be considered where LHT is seeking the possession of the property under warrant, for anti social behaviour or rent arrears.

Level access showers will normally only be considered in level access bungalows, ground floor flats or some larger properties that can be adapted to provide level access bathroom and bedroom facilities downstairs. Baths in family houses (i.e. 3 bedroom or above) are to be retained when possible, however we will consider removing a bath and installing a level access shower above ground floor where it is also possible to install a stairlift.

We will not consider requests for ramps, when made after a private purchase of a mobility scooter. In these cases tenants should consider access at the time of purchase, take advise from the sales person as to facilities required and arrange to purchase these in the same way.

Assessment

In order to assess a persons needs for major adaptations you will need to complete a self assessment form and provide supporting evidence from a doctor. An Occupational Therapy recommendation will also be needed to confirm the most appropriate adaptations for your needs.

Targets and Priorities

We aim to install major adaptations within 6 months of a request being approved.

Applications for major works will be considered in date order. However, priority will be given to cases where immediate risk or access issues are identified.

How Major Adaptations Are Funded

Your major adaptation will be funded by LHT, and also through joint funding arrangements with your council. If your adaptation is funded through Disabled Facilities Grant (DFG) we will help you to complete the appropriate application forms.

It may also be possible to fund your adaptations through charitable sources depending on your circumstances.

Tenant Permissions For Adaptations Work

If you wish to arrange for adaptations work yourself, you will need to write to the property services team for permission. The work will need to be carried out by a qualified contractor, and on completion will be inspected by LHT's Property Services Department.

After the initial 12 month guarantee period, you can choose to join LHT's annual adaptations servicing programme if you so wish.

All serviceable items are maintained and tested under contract on an annual basis. Service charges may be raised to fund this essential work. Inability to pay will not prevent the installation of a serviceable adaptation.

Right of Appeal

If you disagree with a decision we make regarding your major adaptations request you have the right to appeal to the Housing and Support Team.

To Apply Contact

The Housing and Support Team
Liverpool Housing Trust
Vicinity House
12 Hanover Street
Liverpool L1 4AA

Telephone: 01928 796 000

www.lht.co.uk