



**Tees Valley  
Housing**



# Aids and Adaptations

SUPPORT SERVICES



## What is the Disabled Persons Housing Service (DPHS)?

The DPHS is a specialist team which helps you if you are vulnerable or disabled. The team can help you find suitable housing and also give you help and advice about adapting your property to meet your needs. The adaptations service works in partnership with the local councils and the health service.

## When can the service help?

The team can help if you can't manage in your current property because you struggle to get in or out in any way or you need to go into supported housing because of a disability or mobility problems due to health related issues.

An assessment by an occupational therapist will highlight areas in your home where aids and adaptations may be needed to help you keep your independence. We can arrange this with one of our occupational therapists; however sometimes it may be necessary to refer you to your local council's occupational therapy team for an assessment, or to look at alternative housing options.

## How do I get an assessment?

If we are able to do the assessment in-house, we will take the details that we need to complete it. This can be through a variety of ways, such as by letter, telephone, or an office visit. We can also arrange a home visit if required.

If we are unable to do the assessment in-house, we will contact your local council for you.

## What is an adaptation?

### **Minor adaptations**

These are adaptations such as grab rails, lever taps and rails at the front door. In these cases, an occupational therapist or their assistant may carry out an assessment and arrange to have the adaptation carried out.

However in some cases, a technical officer may need to be involved as well.

### **Major adaptations**

These are more complicated and an occupational therapist and technical officer will both need to be involved. The technical officer looks at the property and decides whether any adaptation request is a suitable option.

Sometimes, moving to a more suitable property is the best option. If you want to consider moving home, then a specialist rehousing officer will look at your case and will give you advice on what properties may be available. The DPHS may be able to help you with the costs of moving. We try to make sure we give properties that have already been adapted to people who need the adaptations because of their medical requirements.

## How long will I wait for an adaptation?

If we have been able to assess your needs through our in-house team, we will give you an accurate timescale for completion of all work, but this will also depend on how urgent the adaptation is assessed as being. We aim to have an adaptation or aid completed within a 12 week timescale. However in more complicated cases, this will take longer.

If an assessment is being carried out by your local council, we will aim to complete the work within 12 weeks of receiving it.

### **Will you let me know what's happening?**

Yes, the same officer will deal with your case throughout the process and will make sure they are in regular contact with you, whether your property is being adapted or you are moving home.



### **What if my property is not suitable for adaptation?**

If your property will not meet your long term needs or it is not financially practical to adapt we may give you a rehousing priority based on your medical needs. This will be used on the choice based lettings allocations scheme.

All adapted properties or those suitable for customers with mobility or medical issues are advertised on the Compass choice based lettings scheme on a weekly basis. Preference will be given to people who need an adapted property for medical reasons.

This will mean you can bid on properties which are suitable for your needs. Don't worry if you don't know how to use the system as the team can also help you find a property by placing a bid on your behalf.

## How long will it take for me to be housed?

This depends on where you want to live and the medical priority you are given. We will encourage you to look at a range of areas for rehousing as our priority will be to find a property which meets your requirements. This may mean considering areas other than your first choice or other housing organisations.

## What if I refuse the property offered to me?

If you have been given a priority band one for urgent rehousing and you refuse a number of properties which are suitable for your requirements, your band may be reviewed. This is to make sure that we are taking a fair and consistent approach.

## What if I don't live in one of your properties?

You may still be able to get a similar service from your own landlord or by getting in touch with social care. Social care will be able to make an appointment to assess your situation and will advise you about any funding that is available.

## Contacts

For more information contact us free from a landline on **08000 461 600** or ring us on **01642 233 780** to be charged at local rate from a mobile phone.

Alternatively, for Erimus Housing log on to **[www.erimushousing.co.uk](http://www.erimushousing.co.uk)**

For Tees Valley Housing log on to **[www.teesvalley.org](http://www.teesvalley.org)**



Please tell us if you need help to read or understand this information. If you need it in large print, Braille or in another language, please contact us free of charge from a landline on 08000 461 600 or on 01642 233780, which is charged at local rates from a mobile phone.

## Arabic

الرجاء إخبارنا إذا ما كنت في حاجة إلى المساعدة في قراءة أو فهم هذه المعلومات. إذا أردت الحصول على هذه المعلومات بحروف كبيرة أو بطريقة برايل أو بلغة أخرى، الرجاء الاتصال بنا مجاناً من أي خط أرضي على الرقم 08000 461 600 أو على الرقم 01642 233780 حيث يتم خصم الرسوم بسعر للكلمة المحلية من أي هاتف محمول

## Bengali

আপনার এই তথ্য পড়তে বা বুঝতে সাহায্য প্রয়োজন হলে, অনুগ্রহ করে আমাদের জানান। আপনি যদি বড় ছাপার হরফে, ব্রেইলে বা অন্য কোনও ভাষায় এটা পেতে চান, তাহলে অনুগ্রহ করে ল্যান্ডলাইন থেকে বিনা মূল্যে 08000 461 600 এ আমাদের সাথে যোগাযোগ করুন। অথবা মোবাইল ফোন থেকে 01642 233780 এ আমাদের সাথে যোগাযোগ করতে পারেন, এই নম্বরে স্থানীয় হারে চার্জ করা হয়।

## Hindi

कृपया हमें बताएं कि क्या आपको यह सूचना पढ़ने या समझने के लिए मदद चाहिए। यदि आप इसे बड़े अक्षरों, ब्रेडल या दूसरी भाषा में चाहते हैं तो कृपया हमें 08000 461 600 पर निःशुल्क फोन करें या 01642 233780 पर फोन करें जिसके लिए किसी भी मोबाइल से स्थानीय दर से शुल्क लगेगा।

## Kurdish

تکایه ئاگاداران بکۆمه ئهنگەر بۆ تێگههشتنی ئهم زانیاریاته پێویستیت به یارمەتی ههیه. ئهنگەر به پێتی گهوره، زمانێ برێل، یان ههر زمانێکی نیکهت دهوێ، تکایه پهیوهندیمان پێوه بکه له تەلەفۆنی هێڵی زووییوه بهی بهرامبهر بۆ ژماره 08000 461 600 یان بۆ 01642 233780. ئهنگەر له تەلەفۆنی مۆبایلموه بکری ئهوه به به پاریمکی تێدمچی ههر ومک تەلەفۆنکردنی ناوخۆ.

## Polish

Jeśli potrzebują Państwo pomocy w zapoznaniu się z tymi informacjami prosimy o kontakt. Jeśli potrzebują Państwo informacji wydrukowanych dużą czcionką, alfabetem Braille'a lub w innym języku, prosimy skontaktować się z nami dzwoniąc na numer 08000 461 600 (połączenie bezpłatne z telefonu stacjonarnego) lub na numer 01642 233780 (opłata jak za połączenie lokalne z telefonu komórkowego)

## Punjabi

ਜੇ ਤੁਸੀਂ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਪੜ੍ਹਨ ਅਤੇ ਸਮਝਣ ਲਈ ਮਦਦ ਲੈਣੀ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਦੱਸੋ। ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਮੋਟੀ ਛਪਾਈ, ਬ੍ਰੇਲ ਜਾਂ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਲੈਡਲਾਈਨ ਫੋਨ ਤੋਂ 08000 461 600 ਉੱਤੇ ਮੁਫਤ ਵਿਚ ਜਾਂ 01642 233780 ਜਿਸ ਉੱਤੇ ਕਿ ਮੋਬਾਇਲ ਫੋਨ ਤੋਂ ਕਾਲ ਕਰਨ ਤੇ ਲੋਕਲ ਕਾਲ ਜਿੰਨਾ ਖਰਚ ਆਉਂਦਾ ਹੈ, ਉੱਤੇ ਸੰਪਰਕ ਕਰੋ।

## Urdu

اگر آپ کو یہ معلومات پڑھنے یا اسے سمجھنے کے لئے مدد کی ضرورت ہے تو براہ کرم ہمیں بتائیں۔ اگر آپ اسے بڑی پرنٹ، بریل یا دیگر زبان میں چاہتے ہیں تو براہ کرم 08000 461 600 پر یا 01642 233780 پر رینڈ لائن سے مفت رابطہ کریں، جس کے لئے موبائل فون سے مقامی شرحوں پر قیمت وصول کی جاتی ہے



INVESTOR IN PEOPLE



www.iduk.com



The Government Standard