



## **Erimus Housing Service Standards**

### **Tenancy Support and Adaptations**

1. We aim to visit all residents within sheltered housing schemes and extra care schemes on a weekly basis.
2. We aim to install all minor adaptations such as grab rails and handles within four weeks of receiving the referral.
3. For major works; subject to budget, we aim to assess and install adaptations within the following timescales:

Priority 1 (urgent cases) – four weeks

Priority 2 (increased risk) – eight weeks

Priority 3 (low risk) – 12 weeks