



Newham's Guide to Information and Services for Home Adaptations

This information guide has been prepared by Newham Adult Social Care with advice and support from some of our customers.

The guide will help you understand how requests for disability equipment and home adaptations are managed in Newham.

It is split into three sections.

Making decisions about a home adaptation may seem a bit complex or overwhelming at first, but this guide will help you on your way and answer many of your questions.

If you own your home or privately rent your property, you are entitled to apply for a Disabled Facilities Grant (DFG). This is a means tested grant and it is explained in detail later in this guide.

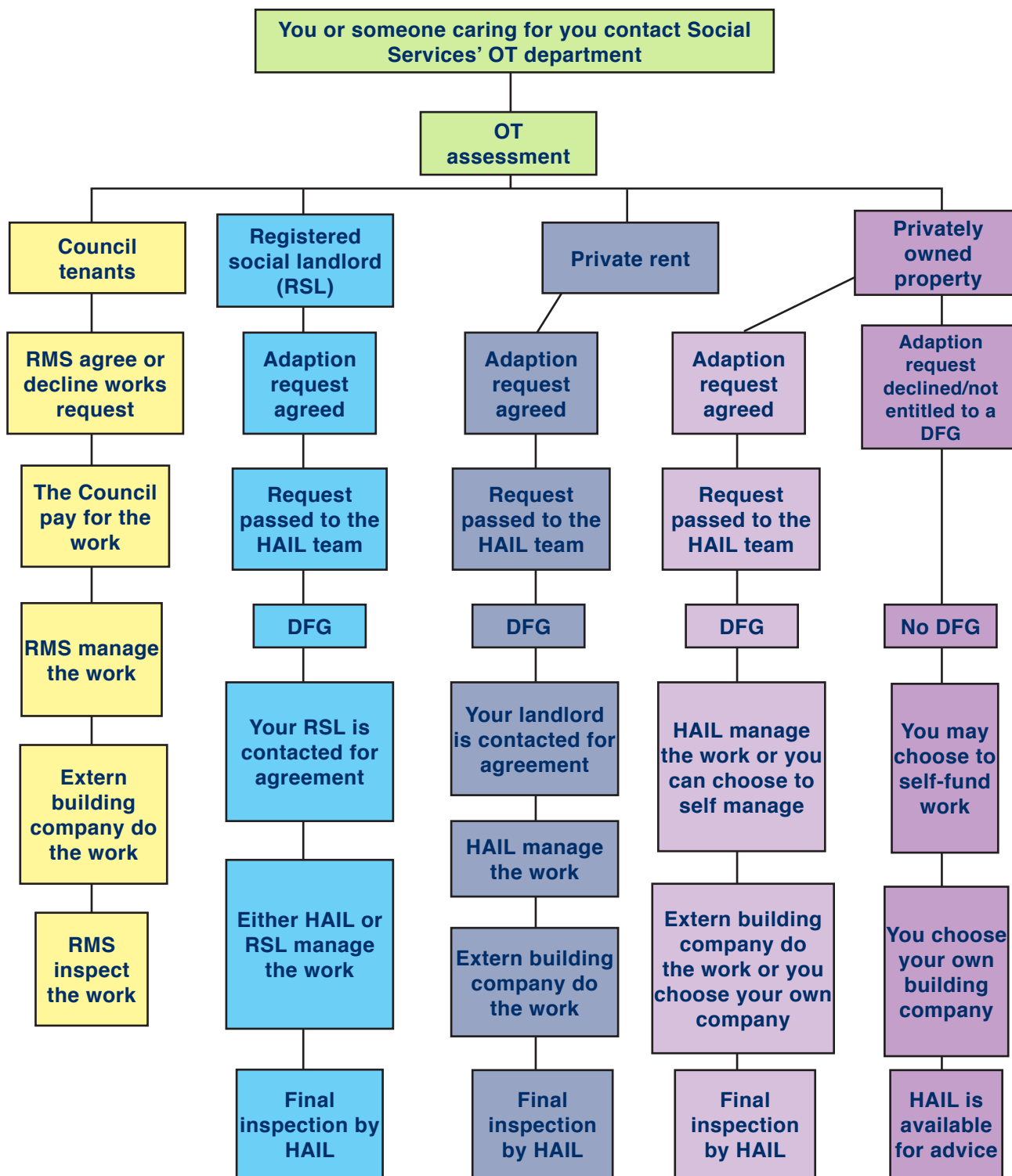
Our customers say that “excellent services are provided and the facilities made life easier, the adaptation has made a significant improvement to life and quality of life is so much better as a result of the facilities”.

- Part one gives you a short overview of how to apply for adaptations.
- Part two gives you more details about how the adaptation process works.
- Part three gives you many useful contacts. Some provide more information on adaptations; others are organisations that can offer support in relation to finance or moving. There is a broad range which we hope are helpful. They are correct at the time of publication.

Contents

Part One	5
Introduction to Equipment & Adaptations	5
Part Two	8
What is Disability Equipment	8
Disabled Facilities Grants	10
Financial Assessment (means test)	10
How long does an adaptation take?	11
Help with unexpected costs	11
Don't forget to claim VAT relief	11
Is moving home a better option?	12
Under occupancy	12
Who will take care of adaptation work to my home?	12
An adaptation has been agreed, I am eligible for the Disabled Facilities Grant and I want to manage the work myself	12
An adaptation has been recommended but I am not eligible for the Disabled Facilities Grant	12
Choosing a builder or contractor	17
Land Registration Charge	17
Council Tax reduction	13
Warranty	13
Part Three	14
Newham Council Departments Contact Details	14
Organisations that can provide information, advice and support	16
Contractors with Experience Providing Home Adaptations	19

Who will take care of adaptation work to my home?



Part One

Introduction to Equipment & Adaptations

Assessment

Whatever happens as we get older, whether we become disabled or long-term ill, we all want to remain as independent as possible and live life on our own terms. Sometimes small changes in your home or basic equipment can be all you need to stay independent.

The first step of an equipment or adaptation request is to have an assessment. Either you or someone who helps you needs to contact Newham Adult Social Care (Social Service) and ask for an assessment. In most cases an Occupational Therapist will visit you at home to see how you are managing with everyday activities. From this assessment the Occupational Therapist will suggest what may be available to help you with your everyday daily living tasks, or to help someone who helps you to remain independent and safe.

Possible solutions

Solutions on ways to do things differently will be looked at first. For example, you may be asked to change how your furniture is arranged to get better access around your property. Another solution could be to create a bedroom downstairs if there are washing facilities on the same level and there is available space, for example an unused dining room. The Occupational Therapist will always respect your home and your feelings but will identify and recommend solutions that are the most cost effective before exploring with you other more costly options.

Equipment to help you

There are many useful items of equipment available for you to buy from larger supermarkets, pharmacists and mobility shops. Prices for items vary so we recommend that you shop around.

After your assessment you may be prescribed a simple aid to daily living by the Occupational Therapist. This includes equipment such as chair raisers, a raised toilet seat, a trolley etc. From 1 November 2019, Enabled Living Healthcare Limited will manage this process and you may be asked to collect the equipment at a specified collection point. Until this time, your Occupational Therapist will give you a prescription to receive the equipment from a local pharmacist. If larger items of equipment are needed these will be delivered directly to your home, installed and adjusted for you by the delivery technician.

Specialist disability equipment is provided free of charge if it is recommended by the Occupational Therapist after your assessment. Your Occupational Therapist will recommend what you need to help you to remain independent and safe. An example of this could be a mobile hoist to enable safe assisted transfers in and out of bed / chair.

Some minor adaptations costing less than £1,000 are free of charge if they have been recommended by the Occupational Therapist, these could include grab rails, small ramps, lever taps or improved external lighting. These are often adaptations made to help prevent accidents in connection with the risks of falling or loss of hearing or vision.

Some equipment will be provided within 5-10 days. Some equipment will need to be ordered and will take a few weeks for delivery. Some minor adaptations can also be completed directly on the recommendation of the Occupational Therapist.

Home Adaptations

In some cases the only solution that can be found may be to have an adaptation to your home. We will try the simplest and most cost efficient adaptation first, within the structure of the existing property.

If an adaptation is required, for example taking a bathtub out and installing a shower or a wet room, your case will go to the Major Adaptation Quality and Scrutiny panel at Newham Adult Social Care where the Occupational Therapist's recommendations will be presented. There may be some instances where Quality and Scrutiny will ask for further information before a decision can be made.

Council tenants

If the Occupational Therapist's recommendations are approved and you are a Council tenant, your details will then be sent to Newham Council Repairs and Maintenance Service and the work will be managed by them. You will not have to pay anything towards the cost.



Home owners, private rented and housing association properties

In Newham those who own their home or rent it through a private landlord or through a housing association may apply for a Disabled Facilities Grant. The grant can pay for some or all of the cost of the adaptations to your home, as recommended by the Occupational Therapist. The Disabled Facilities Grant is a means tested grant. To apply you will need to complete a financial assessment. As part of the assessment we will look at your income and savings to work out how much, if anything, you may need to contribute towards the cost of your adaptation. Adaptations for children under 18 years old do not require a financial assessment. Your details will be sent to the Home Adaptations for Independent Living Team at Newham Council. The team will help you to apply for a Disabled Facilities Grant and then manage the adaptation process if your application is successful. There is an on-line DFG means test calculator which will provide you with a estimation of your contribution towards the works <https://www.ferret.co.uk/dfgeform/dfgsummarymb.htm?locid=E09000025>

In some cases, the Housing Association will work in partnership with Occupational Therapy to carry out the adaptation work themselves. If the work falls into this criteria either the recommending Occupational Therapist or the Home Adaptations for Independent Living Team will request this on your behalf. If you are a Housing Association tenant or privately rent, the Home Adaptations for Independent Living Team will seek consent for the works as part of the Disabled Facilities Grant process.

Will I be entitled to a Disabled Facilities Grant?

If you are renting a Council property, you will not need a grant, an approved Occupational Therapist recommendation means the cost of the work will be paid by the Council.

If you are renting privately or own your home and receive any of the following means tested benefits you will automatically qualify for a Disabled Facilities Grant:

- Guaranteed Pension Credit
- Housing benefit
- Income Support
- Income based Job Seekers Allowance
- Working or Child tax credit with an annual income of less than £15,050
- Employment and Support Allowance (Income Related)

What if I don't receive any benefits, have too high income or savings?

Go to parts two and three to read more about self-funding, part funding and loan opportunities.



Part Two

If you think you could benefit from equipment or adaptations to your home and want support from Social Services, contact Newham Adult Social Care department on 020 8430 2000, option 2. Explain a bit about your difficulties at home doing everyday tasks such as bathing and ask for an assessment to assess your needs. There is no charge for an assessment and you are entitled to one regardless of your age, income or savings.

In some cases the only solution is to have an adaptation to your home, but the approach taken is to try the simplest and most cost efficient solutions first. The aim is for you to remain safe and independent in your home and your wishes will be respected and listened to throughout the process.

Disability Equipment

There are a number of shops, pharmacies and online companies who sell disability equipment. There are also mobility shops that specialise in equipment for disability. If you choose to purchase equipment we suggest you shop around as prices may vary. Some equipment can be high in price and it can be useful to try out different solutions before a purchase. Certain equipment can be tried out in a mobility shop before purchase.

If following your assessment the Occupational Therapist recommends equipment this will be free of charge but the choice available may be limited.

If your circumstances change and you no longer need equipment given to you by the Council, please call Enabled Living Healthcare Limited on 020 3373 2222 and ask for an equipment collection.

Disabled Facilities Grants

Step 1 – Following an Occupational Therapy assessment, adaptations are recommended. The Occupational Therapist will check finances for eligibility for a Disabled Facilities Grant.

Step 2 – Quality & Scrutiny agree that the recommended adaptations are 'necessary and appropriate'. Your assessing Occupational Therapist will, where possible, contribute to steps 4, 5 & 6 prior to presenting your case for approval. This may mean they request financial information from you up front for a preliminary means test or they may carry out a feasibility visit with a qualified surveyor. They may also obtain quotes for some items.

Step 3 – Consent obtained from your landlord (if applicable)

Step 4 – Financial assessment carried out (where required) to confirm eligibility for grant funding. You will be asked to attend an appointment at the office in the first instance. Alternative arrangements can be made in exceptional circumstances.

Step 5 – Qualified officer carries out a survey visit to ensure that the work required is 'reasonable & practical'

Step 6 – Quote for the work is obtained

Step 7 – Disabled Facilities Grant application submitted by Home Adaptations for Independent Living

Disabled Facilities Grants are administered by the Home Adaptation for Independent Living Team (HAIL) in Adult Social Care at the Council. You can only get a Disabled Facilities Grant for work after an assessment and where the Council has agreed the proposed adaptation. If you are a home owner, a housing association tenant or a private tenant, the grant may cover the cost of the work done to your property. If you rent a Council property you do not need to apply for a Disabled Facilities Grant. Disabled Facilities Grants are means tested and there is an upper limit on the amount you can get.

Here are examples of work that the Council can do for you with a Disabled Facilities Grants:

- Making it easier to get into and out of your home - for example, widening doors, removing a door threshold and installing ramps.
- Ensuring the safety of the disabled person and other occupants - for example adapting a room in the house so it would be safe to leave a disabled person unattended, or improve lighting to ensure better visibility.
- Providing or improving access to the bedroom, kitchen, toilet, bathroom facilities and the garden; for example, by installing a stairlift, widening doorways, providing wheelchair accessible kitchen facilities or a downstairs facility.
- Improving or providing a heating system in the home which is suitable to the needs of the disabled person (this does not cover repairs or replacement boilers).
- Adapting heating or lighting controls to make them easier to use.
- Improving access and movement around the home to enable the disabled person to care for another person who lives in the property.

Any work done to your property must be necessary and appropriate to meet your needs and also be reasonable and practical. This will be determined by the Council who will take into account factors such as the age and structural condition of the property, environmental concerns and any possible impact on neighbouring properties.

On some occasions we have found that due to the structure of a property the proposed adaptation is not possible. One example where this can happen is with stairlifts where stairs are too narrow.

We will keep you informed and involve you in decisions as much as possible but the final decision rests with the Council. The work will not proceed without the your agreement.

The applicant (who can be a family member or someone who cares for you) must either own the property or be a tenant.

Nationally there is a maximum grant limit to Disabled Facilities Grants of £30,000 for adults, Newham Council can in certain circumstances offer a discretionary top-up grant where works exceed the maximum Disabled Facilities Grant limit. The maximum grant amount awarded to children in Newham is £45,000. The amount awarded to you may range from no grant, up to the maximum grant limit towards the cost of the work. The grant awarded will depend on the outcome of the financial assessment (means test) and the value of the work required.



Financial Assessment (means test)

All Disabled Facilities Grants (with the exception of grants for children under 18 and in Newham provision of Ceiling Track Hoists) are subject to a financial assessment according to law. The financial assessment determines how much (if anything) you will have to pay as a contribution towards the cost of the work.

The Financial Assessment takes into account your and your partner's income and savings. You will be asked to provide proof of your and your partner's income and savings.

The following can be used as a guide:

- If you have an income or joint income after tax of up to £11,000 with savings below £6,000 – there is a good chance that you will not need to make a contribution to the cost of the works.
- If you have an income or joint income after tax between £11,000 and £20,000 with savings below £6,000 – the contribution you make will start from a few pounds and possibly rise to around five thousand.
- If you have an income or joint income after tax above £20,000 with savings below £6,000 – the contribution you make will possibly rise rapidly from five thousand to tens of thousands.

If you receive any of the following means tested benefits you will automatically qualify for a Disabled Facilities Grant;

- Guaranteed Pension Credit;
- Housing benefit;
- Income Support;
- Income based Job Seekers Allowance;
- Working or Child tax credit with an annual income of less than £15050.
- Employment and Support Allowance (Income Related)

You will have to provide proof of receiving the qualifying benefit.

State pension

If you only receive the state pension and have savings below £6,000 you will not make a contribution. You will also be eligible to receive benefits.

You will not normally get a Disabled Facilities Grant if you start work on your property before the Local Authority approves your application.

How long does an adaptation take?

The process from first contact with Social Services to finished adaptation can vary a lot, depending on how complex the case is, how much work is being done and contractor availability. If there is a waiting list for your assessment we will let you know how long this is.

You can help the Council to make sure the process moves forward as quickly as possible by doing your part:

- Make sure you give full and correct information during your assessment as all information will be checked – false or misleading information delays the process.
- Inform the Occupational Therapist on your assessment of the tenure of your property, as owner-occupiers, private and housing association tenants will need to apply for a Disabled Facilities Grant.
- Think carefully about what your problems and needs are before your assessment and make a wish list on paper for the Occupational Therapist to work from. If you are cared for by someone else it would be helpful to involve them too at this stage. Making changes or adding things to your adaptation application at a later stage will delay the case.

- If you rent privately or via a housing association or are a homeowner and have received a Disabled Facilities Grant, you could manage the building work yourself with a building company of your own choice. This might speed up the process. This will be discussed with you at the first visit by the Home Adaptations for Independent Living Team.

Help with unexpected costs

If you are a homeowner, you might also be encouraged to carry out repairs to ensure you have a safe environment. Newham Council can assist with a grant to assist vulnerable owner occupiers with repairing obligations to undertake essential repairs. The property has to have Category One hazards or a number of Category Two hazards which collectively pose a significant risk to the household. A member of the Home Adaptations for Independent Living Team is available to answer any further queries about this grant.

You may be eligible to apply if you or your partner has been receiving Pension Credit or certain other means-tested benefits for the last six months. Budgeting Loans are interest-free and repayments are taken automatically from your benefits in regular instalments. You can apply by completing form SF500, which you can pick up from your local Jobcentre Plus office (www.gov.uk/contact-jobcentre-plus), request by calling 0345 603 6967 or download from www.gov.uk/government/publications/budgeting-loan-claim-form. If you receive Universal Credit, you will need to apply for a Budgeting Advance instead.

Don't forget to claim VAT relief

Most equipment for those disabled are VAT free, including grab handles, bottle openers, tool grabbers, seat raisers etc. and if you are disabled, building work you are having done to adapt your home might also be zero-rated for VAT.

Find out more about VAT exemptions on goods and services here: www.disabilityscot.org.uk/easy-guide-to-vat-exemption-on-disability-goods-and-services

VAT for builders, info from HMRC: www.gov.uk/vat-builders/disabled-people

People over 60 can in some cases be entitled to a reduced 5% VAT for some building work related to energy saving and mobility aids. Find more information on HMRC's website: www.gov.uk/vat-builders/energy-mobility

Is moving home a better option?

An option to consider is moving to a property that would be more suitable and therefore not require an adaptation. An Occupational Therapist can advise on the Newham Relocation Assistance Policy and how the Council may be able to assist.

Or you can call Age UK (details at the end of this guide) and ask for a Housing Options booklet. Organisations that can offer assistance to move or declutter, or help you with the process of making choices about housing can be found at the end of this guide.



An adaptation has been agreed, I am eligible for the Disabled Facilities Grant and I want to manage the work myself

Customer Adaptation Budgets (CAB's)

For straightforward works for example taking a bathtub out and installing a shower or a wet room, you may wish to manage the process directly with a builder of your choice. We call this a Customer Adaptation Budget. A Customer Adaptation Budget will provide you with greater control and may result in a quicker adaptation, however, it will mean more responsibility and therefore is not a suitable alternative for everyone. Once the works are completed and approved the Disabled Facilities Grants will be paid directly to you to pay the builder. If following your assessment you are eligible for a grant the assessor will provide further information on the Customer Adaptation Budget scheme to help you decide if this option is for you.

Additional work in excess of the Disabled Facilities Grant

A Customer Own Scheme (COS) is when the grant funding is added to by you in order to organise your own works. You will be responsible for the difference in cost between the grant amount approved for the recommended scheme of works and the final costs incurred in carrying out a Customer Own Scheme including any unforeseen or extra works. You will need to ensure that you have a contingency fund for any unforeseen work. If following your assessment you are eligible for a Disabled Facilities Grant the assessor will provide further information on the Customer Own Scheme. Your own scheme of work must still meet the identified need and you will be asked to provide evidence that you have sufficient funds to pay for the additional works.

An adaptation has been recommended but I am not eligible for the Disabled Facilities Grant

Self-funding the adaptation

Your enhanced quality of life through an adaptation may be so great that you wish to consider self-funding as an option. Funding may be possible through savings or an equity release scheme against your property. FirstStop is an independent organisation which provides advice and information to older people, families and carers. Organisations that provide advice on finance are at the end of this document.

If you do self-fund it is important to know that under the Disabled Facilities Grants legislation the Council cannot reimburse you or retrospectively approve a grant at a later date.

Choosing a builder or contractor

If you choose to self-fund, you will require a builder to undertake the work. This maybe someone that you know or have used before. At the end of this guide there are contact details for a number of builders who have experience of providing home adaptations for disabled and older people. The Council does not recommend any one builder.

Points to consider when undertaking building work

Although a builder may be experienced in providing adaptations the Home Adaptations for Independent Living Team will provide you with schemes and plans drawn up by the Occupational Therapist. It is helpful to have a list of things to think about. If you would like further information please contact Home Adaptations for Independent Living Team, their contact details are at the end of this guide on page 19.

Land Charge

All properties that have been adapted with grant funding amounting to £15,000 or over will be subject to a land charge on the property. This will mean that if your property is sold within five years the cost of the adaptations will have to be refunded to the Council.

More information on Disabled Facilities Grants can be found at:

www.gov.uk/disabled-facilities-grants/overview

Alternatively the Council switchboard (020 430 2000) will direct you to the Access Team if you ask for option 2. They will also be able to direct you to find information on Disabled Facilities Grants.

Council Tax reduction

You may be entitled to a reduction in your Council Tax if you or someone who lives with you needs a room which has been adapted to meet the needs of the disabled person i.e. an extra bedroom, kitchen or extra space for a wheelchair to be used indoors etc. Contact the Council's customer service on 020 8430 2000 and ask for a claim form to apply for the Disabled Band Reduction Scheme.

Warranty

All building work has a year's defects liability period from completion of work.

This means that if anything goes wrong with the installation within one year of completion of work the contractor should return and put it right. After this period you will be responsible for arranging and paying for any repairs and maintenance.

In the case of equipment such as stairlifts, through floor lifts and ceiling track hoists, an additional warranty of 1 – 10 years apply and this is dependent on tenure of the property.

In the event of death

Should the person to whom the Disabled Facilities Grant has been awarded pass away before the completion of the works, please inform us as soon as possible. The council will not generally continue to pay for the completion of the work and will only be responsible for paying for the adaptation works already undertaken. The council will leave the property in a habitable state, and every situation will be looked at on a case by case bases.



Part Three

Newham Council Departments Contact Details

Newham Adult Social Care, Occupational Therapy Team

Contact the Access Team on:

Tel: 020 8430 2000 and select option 2 on the menu

Newham Council's Home Adaptation for Independent Living (HAIL) Team

Tel: 020 3373 2577

HAIL@newham.gov.uk

Home Adaptations for Independent Living Team provide advice, information and guidance on home adaptations and support with Disabled Facilities Grant application.

Enabled Living Healthcare Limited

Tel: 020 3373 2222

www.enabledlivinghealthcare.co.uk

Enabled Living provide a number of services that help Newham residents live the life they want. They offer community equipment to support people to continue to live in their own homes. They also work with people who are visually impaired, hearing impaired, deaf and deafblind to assess and support them to be more independent, safe and confident. In addition, they assess and prescribe wheelchairs for Newham residents, who need them, to make sure they get the right chair for them.

Enabled Living is a council owned company with local footprint.

Newham Council's Housing Options Service

Tel: 020 8430 2000

Hsg-HOC Public mailbox

This Council service will be able to provide advice and support if you live in a Council home or in a housing association property and are under-occupying (you have more bedrooms than the government says you need).

Newham Debt Advice

<http://www.newham.gov.uk/Pages/Services/Debt-problems-how-to-sort-them-out.aspx>

The Council also has advice pages for residents who require debt advice. This page is from the Council website

MoneyWorks

Tel: 020 8430 2041

<http://www.newhammoneyworks.co.uk/>

MoneyWorks offers tips on how to reduce debt and take control of your finance. They also offer a range of low-cost, affordable loans working in partnership with London Credit Union.

Newham Network Telecare Service

Tel: 0208 534 8626

<https://www.newham.gov.uk/Pages/Services/telecare.aspx>

Telecare is a personalised alarm system which supports people to stay safe and to continue to live independently within their own homes. It also provides support and reassurance for carers and family members.

Organisations that can provide information, advice and support

AGE UK

Tel: 0800 169 56 56

<http://www.ageuk.org.uk>

Age UK provide a wide range of information and support for older people and their carers. This includes a wide range of topics such as Housing Options, finance, home adaptations and what to consider when buying equipment, for example a stairlift.

Alzheimer's Society

Tel: 0300 222 1122

www.alzheimers.org.uk/info/20030/staying_independent/29/equipment_adaptations_and_improvements_to_the_home

The Alzheimer's Society has produced information on dementia friendly home environment.

BEN

Tel: 01344 298 100

www.ben.org.uk

BEN exists to provide care, support and advice for people, and their dependants who have worked in the automotive industry. They offer support with the cost of specialist disabled equipment or funding respite breaks.

BHTA

Tel: 0207 702 2141

<http://www.bhta.net/consumers/consumers.html-0>

The British Healthcare Trades Association is a consumer protection organisation. If you purchase any equipment to help you such as a mobility scooter, ensure that the supplier is BHTA registered.

Branch Properties – London area

Tel: 020 3475 4022

www.branchproperties.co.uk

An independent property finding service offering assistance finding adaptable and accessible homes. They also offer a service to facilitate private adaptations to make potential properties accessible for renting or purchasing once a property has been identified.

Care&Repair (in conjunction with Silverlinks) <https://silverlinksprogramme.wordpress.com/resources-for-older-people/>

Together Care & Repair and Silverlinks have produced a range of guides to enable older people with long term health conditions and their carers to think through the housing implications of the long term condition.

East London Credit Union

020 8520 8740

<https://www.elcu.co.uk/products-and-services/loan-products/>

A credit union believes in local community - the savings you put in act as the loan for someone else, so your money never leaves the community. Every penny is used to benefit you. Loans options are affordable and flexible, tailored to your circumstances.

FirstStop

Tel: 0800 377 7070

www.firststopadvice.org.uk

An independent, free telephone service offering advice and information about housing and care options to older people, their carers and families. They have a wealth of expertise and can help you explore what options may be open to you. They have local branches so in many cases may be able to offer a home visiting service.

Friends of the Elderly (FOTE)

Tel: 020 7730 8263

www.fote.org.uk/our-charity-work/grants

A charity dedicated to providing support for older people in Newham. They offer One-off grants to help with adaptations and mobility aids.

Housing care advice and search

<http://www.housingcare.org>

An independent, free service offering advice and information about housing options to older people, their carers and families. Their website contains details of specialist accommodation and a directory of home services that can help you to remain independent at home. An interactive online self-help tool can help to assess potential issues and problems with housing and living environment and give you advice of local organisations to contact for help.

Helpful fact sheets: <http://www.housingcare.org/information/publisher-23740-firststop-advice.aspx>

London Rebuilding Society (LRS)

Tel: 020 7997 7333

www.londonrebuilding.com

A not-for-private-profit organisation that supports low income homeowners to improve their homes. They operate home improvement schemes called Equity Release, if you

need to make repairs but cannot afford to do so. They have surveyors and will work with Occupational Therapists.

London Warm Zone (LWZ)

Tel: 0800 389 7286 / 0800 199 9969

www.londonwarmzones.co.uk

Make it easy for house owners and those privately renting to make energy efficient improvements to their homes.

Seamless Relocation

Tel: 020 8621 3553

www.seamlessrelocation.com

A company who specialise in supporting older people to move home.

SSAFA Forces Help

Tel: 020 7403 8783 / 0800 731 4880

www.ssafa.org.uk

A national charity providing financial, practical and emotional assistance to anyone who is currently serving or has served in the Army, Navy or RAF, and their families.

The House Shop

Tel: 0800 048 8910

www.thehouseshop.com

A company that offer a service marketing accessible/adapted properties.

TrustMark

www.trustmark.org.uk

TrustMark is a government backed scheme that provides consumer protection from failed building works. To join TrustMark contractors have to work to a set of minimum standards. TrustMark has a postcode search facility so that you can find out which contractors are registered in your area. Contractors can only join TrustMark via specified scheme operators of which IBS (Independent Brokerage Services CIC) has a particular focus on those companies working to provide adaptations to older and disabled people.

Turn 2 Us

www.turn2us.org.uk

Is a charity that via a website provides information to help individuals to access the money available to them from benefits, grants and other help.

UK homeswap housing exchange (UK wide)

<http://ukhomeswap.co.uk>

UKhomeswap is an organisation that provides mutual exchange advertising of Council / Housing Association properties across the UK. Those needing more accessible housing participate in bidding which can be assisted following registration. Properties are matched to the needs of the individual and viewings arranged.

Warm Home Discount

<https://www.gov.uk/the-warm-home-discount-scheme>

Warm home discount is an annual discount of £140 on the utility bill for people on Guarantee Credit element of Pension Credit and for those on certain benefits. Contact your electricity supplier to apply. Some suppliers will take your details over the phone and send you a form in the post to fill in and return, some will make a decision during the phone conversation.

Contractors with Experience Providing Home Adaptations

Contractors	Postcode	Tel. No.
Advanced Building & Maintenance Ltd	RM15 4YA	01375 390 198
Avenue Property Construction Ltd	E4 8PX	07912 090 336/ 0207 422 0043
Topman Construction Ltd	RM11 1BS	01708 500 362/
Trinity Independent Living	CM4 0NX	07870600328
		01277 822 600

THIS LEAFLET IS AVAILABLE ON-LINE AND AT NEWHAM CUSTOMER SERVICE CENTRES, AND YOU CAN GET A COPY POSTED TO YOU BY CONTACTING NEWHAM COUNCIL ON 020 8430 2000 (SELECT OPTION 2)

We would love to hear from you!

We hope this brochure has been helpful to you when considering applying for a home adaptation. We would be delighted to hear from you - did you find all of the information useful to you, did you miss anything or was some of it not relevant to you? Please tear this page off, fill in the form, pop it in an envelope and send it to:

**Newham Adult Social Care
Principal Occupational Therapist
Newham Dockside
1000 Dockside Road
London
E16 2QU**

Many thanks for your help.

1. Did you find the Disability equipment and home adaptations brochure useful?

Yes:

No:

More:

2. Was there any information that was unclear or you did not understand?

Yes:

No:

More:

3. Is there any information you would have liked to see that was missing in the brochure?

Yes:

No:

More:

4. Are you planning to have an adaptation to your home, are you currently having one or have you had one in the past?

I am planning to have an adaptation:

I am currently going through the process:

I have had an adaptation in the past:

No, I will not be having an adaptation:

More:

NOTES

