

# Easy read guide: Adaptations policy



Golden Lane Housing's Adaptations Policy helps tenants with disabilities get changes to their homes so they can live safely and independently.

This guide is for people with a learning disability.

What is this policy about?



- This policy explains how Golden Lane Housing helps tenants who need changes to their homes because of disability.
- Golden Lane Housing wants to be fair and make sure people who need support can live safely and independently in their homes

## Who can get help from Golden Lane Housing?



You may be able to get adaptations if:

- You have a disability and need changes to your home to live more easily.
- You live in a Golden Lane Housing home.
- You, your family, or your support provider asks Golden Lane Housing for help.

## What adaptations can be made?



There are two types of adaptations:

- Minor adaptations: Small changes like grab rails and door thresholds, usually costing less than £1,000.
- Major adaptations: Bigger changes like ramps, new bathrooms, or kitchen redesigns, usually costing more than £1,000.



## How can you ask for an adaptation?



- You, your support worker, your family, or your occupational therapist can ask for changes by contacting Golden Lane Housing.



- Golden Lane Housing will treat your request fairly and look at what you need, not where you live or who helps you.

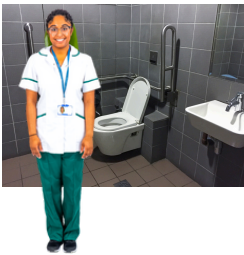
## What happens if you ask for an adaptation?



- A trained property surveyor will contact you to arrange a visit.
- The surveyor will check what you need and make sure the changes will help you.



- For small works, our target is to complete the changes within 28 days, depending on when we receive all the necessary information.



- For big works, Golden Lane Housing will work with your local council and occupational therapist.



- Golden Lane Housing will tell you what is happening and how long things will take.

## Who does the work?



- Only trained and trusted contractors will carry out the work.



- Contractors will show their ID, work safely and keep your home tidy.

## What happens after the work is done?



- The property surveyor will check the work is safe and meets your needs.



- Golden Lane Housing will ask how happy you are with the changes.



- Details about the adaptation will be safely stored and used for future servicing or repairs.

## What if you have a complaint?



- Golden Lane Housing listens to tenants' feedback and uses it to improve how adaptations are done.
- If you are not happy, you can complain and ask Golden Lane Housing to look at the problem again.

## What rules must be followed?



- All adaptations are done safely and follow building rules and laws, including the Equality Act 2010.

## What happens if the policy is not followed?



- If staff or contractors do not follow this policy, they may face disciplinary action.

## When is this policy reviewed?



- Golden Lane Housing checks and updates this policy every year and when laws or rules change.