

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.