

If I am an owner occupier but do not own the leasehold?

If you do not own the leasehold to your home you will need to seek the permission from the person or company that owns this before you can get the adaptation done.

If I am a tenant of a landlord?

If you are a tenant, you will need to request permission from your landlord for the adaptation work to be undertaken.

Can I organise my own major adaptation?

Direct payments

If you are eligible for a Disabled Facilities Grant you have the option of receiving a personal budget. This enables you to choose someone of your choice to plan and organise the work required to meet your needs.

If you choose someone who costs more than your allocation the additional cost must be met by yourself. The adaptations team will need to inspect and approve the completed work before any final payment is made.

For more information about direct payments and support available please contact **0161 912 2701**.

How do I get the adaptation done by Trafford Council?

The Major Adaptation Team will act as your agent and process your application and supervise the works to completion. If your scheme requires plans, we will ensure we have your written agreement to them prior to work starting.

Work will not commence until your application has been approved. We will ensure that all works are completed to both your and the Council's satisfaction.

FAQs



How long will all this take?

Once we receive a referral from the OT, we will process your application as quickly as possible.

However, the grant process can take some time. We can only place an order for work to commence when your application has been approved and it may be that certain items have to be manufactured before they can be installed.

Other works such as a stairlift may be installed more quickly. Your Adaptation Officer will be able to give you a more accurate idea of how long we expect the work to take.

Maintenance of adaptations

Once the works are complete, the adaptation becomes part of your home and you are responsible for any maintenance (after the warranty and any manufacturers guarantee period). If you are a tenant of a residential social housing provider the landlord will normally arrange for repairs when the warranty period has expired.

We will advise you if any works are covered outside of warranty.

Best Value

On completion of the adaptation we will send you a customer questionnaire to complete and return to us. We ask for your comments on the service we provide with a view to continual improvement.

Major adaptations for your home

One Stop Resource Centre



Need help?

For further help please contact the Major Adaptation Team:

 **0161 716 4700 (option 2)**

 **adaptations@trafford.gov.uk**

Frequently Asked Questions (FAQs)

What is a major adaptation?

It is an alteration to your home which allows you, or a carer, greater safety or independence to get access to and around your home. We can only adapt your home after your 'needs' have been assessed. Adaptations costing less than £1,000, are not provided by this service and they are classed as a minor adaptation.

Who assesses your needs?

An Occupational Therapist (OT) will carry out an assessment of your needs.

Who can apply?

Anyone who is a permanent resident in Trafford or intending to be, who has a permanent or substantial disability, or anyone who cares for a person with a permanent or substantial disability.

Are there options to having my home adapted?

Sometimes, it is not possible to carry out an adaptation because of structural problems, planning or the design of your home. If this is the case, we will advise you and work with you to explore other ways of meeting your housing needs – for example, if you are a tenant of a Housing Association they will support you with help and advice about re-housing to find you and your family a more suitable home.

How do I ask for an assessment?

You or a person acting on your behalf can contact the [Equipment and Adaptations Advice Line \(EAAL\) – 0845 2990798](tel:08452990798). The Duty Therapist will take your details and prioritise your referral. Where appropriate, they will arrange an appointment to visit you at home for an assessment.

The Occupational Therapists (OT) visit

An OT will visit you at home and assess your functional needs around activities of daily living. The OT will advise and make a recommendation

about how your needs can be met, in line with the Council's criteria. If a major adaptation is recommended, the OT will refer you to the Major Adaptations Team to action/assess feasibility of recommendation. The OT will hand you an initial means test assessment which is to be completed and sent to the Major Adaptations Team.

On receipt of the completed assessment form, a member of the team will carry out the test and contact you with the results and confirm whether or not you will need to make a financial contribution towards the adaptation and if so, the estimated cost to you.

If you need advice around filing in the form, please contact the team on 0161 716 4703.

The Major Adaptations Team

If you are happy to proceed with your application a member of the team will arrange to visit you to assess if the proposed adaptation:

- Can be achieved to meet your needs
- Is reasonable and practical, given the age, layout and condition of the property
- Complete the full Grant Application form which may include collecting evidence regarding income and savings
- Collect information around the ownership of your property or information about your landlord

The Adaptation Team will offer to act on your behalf to ensure the adaptations are processed as speedily as possible. An example of a major adaptation may include:

- Level access shower
- Alteration work to provide access into and around your home
- Stairlifts, ceiling track hoists
- Provision of ground floor toilets,
- Bedroom alterations, Modular access to your home

* NB: Redecoration of surfaces are not included in the work

Will I have to pay for the adaptation?

When the application forms have been completed we will assess your ability to pay. We call the assessment a Means Test. There is no financial assessment for those under 18.

The Means Test follows nationally set out rules and guidance. The outcome may result in you paying either the full cost, a contribution towards the cost, or nothing, towards the cost of your adaptation. Where applicable, an invoice for the amount of your contribution is sent to you once the adaptation works are completed.

A Disabled Facilities Grant can be offered between £1,000 to £30,000 and the amount offered will be subject to your circumstances following assessment. You will be advised if you have to pay any contribution.



How long do the works take once on site?

For many of the works such as a walk-in shower this can be between 5 – 7 days. For a ground floor extension the works could take several weeks.

What do I need to provide as an owner occupier?

If you are an owner occupier you will need to provide a certificate of ownership of the property to be adapted.