

All minor works aim to be completed within 31 calendar days or sooner where possible.



## How is the Enquiry Processed?

To request a Minor Adaptation, you can contact the Adaptations Officer at Aspire Housing. Alternatively your Housing Officer (or your Scheme Manager if living in Sheltered Housing), can refer your enquiry to the Adaptations Officer who will contact you.

A brief telephone assessment will be completed by the Adaptations Officer who will process the enquiry. A visit from the Inspecting Surveyor may be required for certain requested works.

If you think that this service might be able to help you, and you are currently living in an Aspire Housing property then please contact the Adaptations Service (details on the reverse of this leaflet).



This information can be made available in  
Other languages • Large print • Braille • audio tape • Computer disc.

We can also offer a translation service.

If you would like information in another language or format, please ask us.

यदि आपको सूचना किसी अन्य भाषा या अन्य रूप में चाहिये तो कृपया हमसे कहे - Hindi

اگر این اطلاعات را به زبانی دیگر و یا در فرمتی دیگر میخواهید لطفاً از ما درخواست کنید - Farsi

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔ - Urdu

Jeżeli chciałby Państwo uzyskać informacje w innym języku lub w innym formacie, - Polish  
prosimy dać nam znać.

ئەگەر زانیاریت بە زمانیکی کە یا بە فۆرمیکی کە دەوی تکایە داوامان لی بکە - Kurdish

We really value your opinion, whether good or bad, to help us improve our service.  
Please contact us if you have a comment, compliment, suggestion or complaint to make about any of the services we provide.

## How to contact us

By telephoning  
01782 635200  
(Switchboard)

01782 854757  
(Adaptations Officer)



By minicom  
01782 854993

By fax  
01782 715498

By text  
07769 882914

By writing to  
Aspire Housing  
Kingsley  
The Brampton  
Newcastle under Lyme  
Staffordshire  
ST5 0QW

By visiting our offices  
By emailing us  
adaptations@aspirehousing.co.uk  
Via our website  
www.aspirehousing.co.uk

# Adaptations service



helping you to stay and live  
independently in your own home





## Aspire Housing can help

Our aim, where possible, is to ensure that our customers who have a disability can live independently in their own homes by providing Minor Adaptations to their property.

### Who is eligible?

Aspire Housing's Minor Adaptation Service is available to all Aspire Customers who have a disability or are vulnerable. This includes anyone who permanently lives in an Aspire property who has a long-term medical condition, and requires Minor Adaptations to support them to live independently.

There is no cost for any of the work carried out. However, we must satisfy ourselves that the work we are being asked to carry out is 'reasonable and practical' to support customer's needs around providing a suitable solution to independent living.



Requests for work will not be approved where an application to purchase the property has been received or where there are large arrears of rent, requests will only be met after consideration by the Housing Officer.



### What is an Adaptation?






An adaptation is a change which can be made to your home. It can be either a Major or Minor Adaptation. Aspire Housing provides a Minor Adaptations service.

### What sort of Minor adaptations are available from Aspire Housing?

-  Grab rails can be fitted to internal and external walls around your property
-  External handrails by steps
-  Stair rails
-  Lever taps to sinks, wash hand basins and baths
-  Relocation of Electrical Sockets
-  Installation of Rocker Switches
-  External Lighting for customer who partially sighted
-  Alter/change direction of door openings
-  Assisted kitchen cupboard handles
-  Half steps to external access
-  Minor ramps to external access

### What is Major Adaptation?

Adaptation is classified as major when works required exceed our Minor Works budget. These may include:

-  Stair lifts
-  Level access showers
-  Major ramps
-  Ceiling Track Hoist
-  Door Widening
-  Ground Floor extensions...

If you wish to enquire about a major adaptation please contact Social Care and Health at:

**The Holborn  
Castle Hill Road  
Newcastle  
Staffs  
ST5 2SX**

Alternatively you can telephone Social Care and Health direct on **01782 296005** to refer yourself for an assessment.

The Minor Adaptations Officer at Aspire Housing is able to assist in completing a referral to Social Care and Health on your behalf if you wish.

Customers will be encouraged to transfer to accommodation that is more suited to their needs and requirements if they are unable to use the existing facilities in their present dwelling.



**Are you having difficulty managing around your home?**

**Are simple things becoming difficult?**

**Are you having difficulties coping with daily living tasks?**

**Do you struggle to:**

 **Turn on and off taps?**

 **Walk up and down stairs?**

 **Get on and off the toilet?**