

## SAXON WEALD

### AIDS AND ADAPTATIONS PROCEDURE

**First Approved: August 2005**      **Author: Anna Colombotti**

**Last Revision: August 2017**      **Next Review: August 2020**

#### **1.0 Requesting an Aid & Adaptation (A&A)**

1.1 Saxon Weald is notified about the need for an A&A from either staff members or directly by tenants or their representative.

Notification by staff member:

- Any staff member needs to complete an Application Checklist (see Appendix B), which can be found on the Housing & Neighbourhood intranet page under Aids & Adaptations, and forwarded to the Customer Repairs Advisors (CRA's) for processing.

Notification by tenants or their representative:

- Requests for A&As can be in writing, by phone, by e-mail or via our website.

1.2 The most common minor adaptations are:-

- Hand/grab rails
- Window winders
- Over bath showers
- Lever taps
- Raised electrical sockets
- Raised WC seats
- Outdoor sockets (for re-charging mobility scooters)
- Small ramps
- Door thresholds

## **2.0 Assessing the costs of the A&A**

- 2.1 The CRA determines whether the A&A is less than £1000. If there is uncertainty about the cost, an Occupational therapist (OT) assessment is necessary.
- 2.2 The work will be refused if it exceeds the £1000 limit. We will advise the tenant accordingly, providing a reason why Saxon Weald is unable to carry out the work. Information on how to apply for a local authority Disabled Facility Grant will be provided, and a leaflet explaining the process will be sent out if required.
- 2.3 If the work is under £1000 the CRA must first establish whether there is sufficient budget available within the financial year to carry out the works by referring to the HomeFix Service Support Manager or the Head of Older People's Services.
- 2.4 If there are not sufficient resources to be able to carry out the A&A within the financial year, the tenant must be contacted, and the situation explained. Priority will be given to these jobs in the following financial year. If there are a number of jobs which have varying degrees of urgency, then the Occupational Therapist would determine which should be addressed first.

## **3.0 Using the Occupational Therapist**

- 3.1 If the work required is of a standard nature, for example the installation of grab rails or lever taps, then an OT visit will not be required. For other work of a more complex nature, or if the CRA is uncertain of the requirements, then we will refer the request to our OT.
- 3.2 If an OT assessment is required, the CRA contacts the tenant to advise them and adds a disability UDC onto the housing management system.
  - If the tenant agrees to a visit, the CRA will raise a job for the OT on Orchard and email the OT directly to provide contact details. The OT then contacts the tenant directly to make an appointment.
  - If the tenant refuses an assessment, the CRA writes to the tenant informing them that their initial request has now been cancelled, updates the UDC, and cancels the job on Orchard.
- 3.3 Once the OT has completed the assessment, the recommendations are passed to the CRA for action via the [Homefix.inbox@saxonweald.com](mailto:Homefix.inbox@saxonweald.com).
  - If the OT recommends an A&A the CRA arranges the work to be carried out with the appropriate contractor, notifies the tenant of the timescales for the work to be completed and updates the UDC with the additional information.
  - The OT may inform the CRA that no work is required, that the tenant needs to be referred to the Environmental Health Department for a

Disabled Facility Grant or that the tenant has been offered advice. In all of these cases, the UDC is updated accordingly.

#### **4.0 Ordering the A&A**

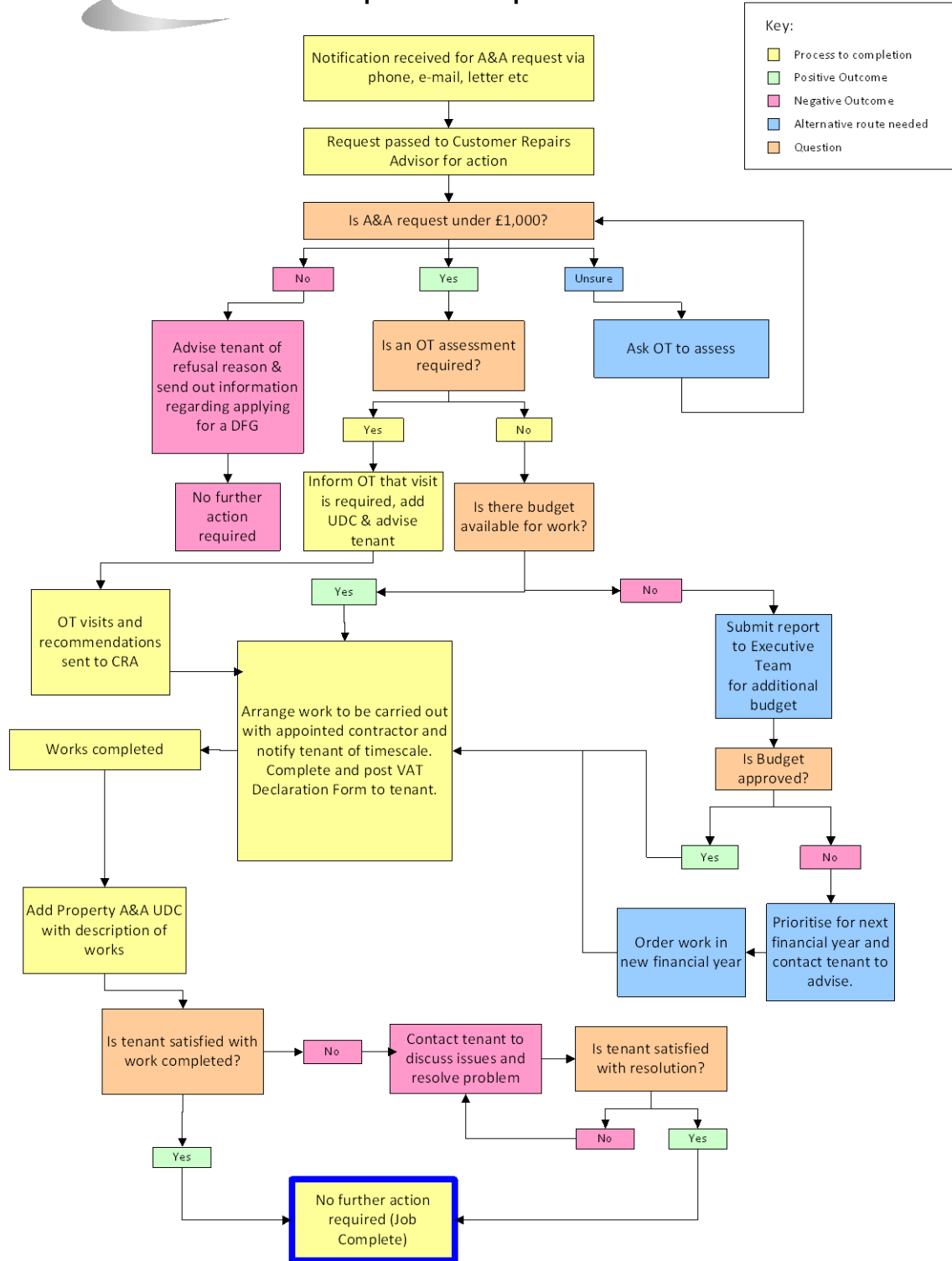
4.1 If the A&A does not require an OT assessment and there is sufficient budget available for the work to be carried out by raising a job on Orchard this financial year, the CRA arranges the work to be carried out with the appointed contractor and notifies the tenant of the timescales for the work to be completed.

#### **5.0 Customer satisfaction**

5.1 Customer satisfaction will be measured through the rolling survey conducted by Voluntas.

<b>Version</b>	<b>Amendment</b>	<b>By</b>	<b>Date</b>
1.1	Change of owner to document	Katie Waller	August-17

# Aids and adaptations procedure



Appendix B

**CHECK LIST FOR APPLICATION FOR A  
MINOR AID OR ADAPTATION**

**Name of tenant  
(or applicant):**  
**Tenant Address:**


**Tenant contact details:**

**Aid & adaptation requested:**

- Hand/grab rail
- Window winder
- Over bath shower
- Lever tap
- Electrical sockets
- Other (please state)

*Please provide further information to ensure the right work in the right place is requested.*

**Office Only: Is the tenant on the transfer list?** Yes/No

If yes, please refer to Housing Manager or Scheme Manager to discuss the request with the applicant before proceeding. Please append a file note of the discussion.

<b>A&amp;A Requested By:</b>	<b>Job Title</b>	<b>Phone Number</b>

**Date:** .....

## **Eligibility declaration by a disabled person**

**Please note there are penalties for making false declarations**

### **Customer**

If you are in any doubt as to whether you are eligible to receive goods or services zero-rated for VAT you should consult Notice 701/7 VAT reliefs for disabled people or contact our National Advice Service on 0300 200 3700 before signing the declaration.

I (full name) .....

of (address) .....

.....

declare that:

- I am chronically sick or have a disabling condition by reason of: (give full and specific description of your condition); and that
- I am receiving from: (name and address of supplier)
  - \* the following goods which are being supplied to me for domestic or my personal use:  
(description of goods)
  - \* the following services to adapt goods to suit my condition:  
(description of services and goods)
  - \* the following services of installation, repair or maintenance of goods:  
(description of services and goods)
  - \* the following alterations to my private residence:  
(description of alteration)
  - \* the services of monitoring a personal alarm call system

and I claim relief from value added tax.

..... (Signature)

..... (Date)

### **Supplier**

I (full name) .....

of (address) .....

.....

is supplying to the person named above:

\* the following goods:  
(description of goods)

\* the following services of adapting goods:  
(description of services and goods)

\* the following services of installation, repair or maintenance of goods:  
(description of services and goods)

\* the following alterations to a private residence:  
(description of alteration)

\* the services of monitoring a personal alarm call system

for the personal use of the disabled person.

..... (Signature)

..... (Date)

\*Delete words not applicable

**Note**

You should keep this declaration for production to your VAT officer. The production of this declaration does not automatically justify the zero-rating of the supply. You must ensure that the goods and services you are supplying qualify for zero-rating.

Appendix D

**Declaration: Mobility aids for older people**

I.....(full name)

of.....  
(the address where the installation is taking place)

Declare that I am aged 60 or over and that this supply qualifies for the reduced rate of VAT in accordance with the Value Added Tax (Reduced Rate) Order 2007.

Signature.....Date.....

If you can't physically complete and sign this yourself, then a declaration by a relative, partner or other responsible person is acceptable.