Your Guide to Disabled Adaptations in Your Home

Do you need information in a different format?

- Arabic: رقم إرسال للنصوص العربية
- Polish: Na specjalne życzenie, niniejszy dokument może być dostępny w języku Polskim.
- Thai: เอกสารนี้มีหนังสือภาษาไทย ถ้าคุณต้องการ

Other language required:
Name:
Address:
Postcode:
Telephone:
Introduction

Coastline Housing is committed to supporting elderly and disabled residents to live independently within their own home for as long as they want.

We provide a dedicated disabled adaptations service which is open to all our residents.

To make it easier certain frequently requested adaptations can be fitted by direct request from tenants.

These adaptations are:

- lever taps
- grab handles
- banister rails
- galvanised rails over external steps
- optical smoke detector for the hard of hearing
- removal of internal thresholds and making safe

If you require any of the above adaptations please contact us using My Coastline at www.coastlinehousing.co.uk or email customer.service@coastlinehousing.co.uk

What do I need to do for any other adaptations?

For all other adaptations you will need a referral from an Occupational Therapist (OT). It is important that you request a referral as soon as you are aware you are having difficulties and not wait until the situation is critical.

You can request an assessment by contacting the Adult Access Team at Cornwall Council on 0300 1234 131 by email adultcare@cornwall.gov.uk or via their website at www.cornwall.gov.uk/health-and-social-care

The Adult Access Team will arrange an appointment for an assessment of your needs to be made.

Once the assessment has been made a request will be sent to Coastline for the work to be carried out. You will also receive a copy of this request.

If the work requested costs less than £1000 Coastline will place an order for it to be carried out.

If the work costs over £1000 you will need to apply for a Disabled Facilities Grant (DFG) from Cornwall Council. The DFG is a means tested grant unless the adaptations are for a child. Coastline can help you to make the application.

If the grant application is approved the order can proceed once you have a DFG approval number from Cornwall Council.

What if I can’t get a grant?

If the application is not approved or only part funded you will need to make up the shortfall before the work can be authorised. The Disabled Adaptations Officer can offer you advice on where you may be able to find help with this.

How long will it take?

Once the DFG is approved by Cornwall Council an order can be placed for the work. The length of time it takes for the work to be carried out will depend on the type of adaptation.

What if my home can’t be adapted?

It is not always possible for adaptations to be made in which case you may have to consider other options. Coastline will be happy to discuss the options available with you.

Who should I contact for more information?

If you require any further information please contact our Customer Access Team or the Disabled Adaptations Officer at Coastline Housing.