

Adapting your home to make it easier and more comfortable to live in

We want you to love your home as much as we do, and to feel comfortable living in it for as long as you want. Sometimes, that means making changes to allow you to move freely and safely around your home and make the most of every room. We can make some adaptations for you, but for others you may need to speak to Occupational Health or your local authority. If it's not possible for us to adapt your current home, we'll help you find somewhere that's more suited to your needs.

Minor adaptations

These are alterations we can make without an assessment from a healthcare professional or Occupational Therapist (OT) and can be requested via our Aids and Adaptations Co-ordinator in Flagship Services.

Examples of minor adaptations:

- Grab rails
- Sliding doors
- Additional bannisters
- New or relocated plug sockets
- Keysafes
- Lever taps

Major adaptations

These are significant changes which are more expensive and often require a specialist contractor to do.

Examples of major adaptations:

- Altering steps, ramps, or doors to help you get in and out of your home
- Over-bath or level access showers or specialist toilets to make your bathroom easier to use
- Kitchen alterations to help you cook and prepare food
- Dropped kerbs or new paths so you can explore your community and visit your neighbours
- Hoists and stair lifts to help you move around your home



Get in touch to find out more

We'll talk you through the process and, if we can, we'll arrange for the work to take place. We aim to have your minor adaptation ready for you to use within 28 days from when it was approved. And don't worry about how much it'll cost – we'll take care of that for you.

Disabled Fund Grants (DFGs)

These are used to help cover the cost of major adaptations. They are means tested, so depending on your financial situation (including income and savings) you may need to pay for some of the works. If you receive any of the following benefits, the DFG will provide 100% of the funding for your adaptation:

- Housing Benefit
- Income Support
- Employment and Support Allowance
- Pension Credit Guarantee
- Council Tax Support

Applying for a DFG will not affect your benefits. Once recommendations are made by the OT to your local authority they will start the process on your behalf and guide you through the steps.

How to apply for a DFG

All requests for major adaptations are handled by your local authority. They will arrange for you to be assessed by an Occupational Therapist from the Social Care Team at the County Council, who will then make recommendations to your local authority. They'll visit you at home to discuss your needs and work out if you're eligible for the adaptations you are asking for. These adaptations are always in high demand, and you could be waiting several months to be assessed. Requests are prioritised based on how urgent your need is which is decided based on an in-depth conversation with you at the start of the process.

FAQs

Q: Can we have an extension?

A: The maximum grant is £30,000. If a recommendation is made for an adaptation that requires an extension to your house, and it costs less than £30,000, then it can be provided. This funding may come from your local authority or housing association if approved.

Q: Can we have a sensory or therapy room?

A: Adaptations for educational or personal development usually don't pass the eligibility assessment.

Q: Can I keep my bath?

A: During your assessment it will be decided if you can keep a bath as well as adding a level access shower, but this is often not possible.

Q: Can I have help with other day-to-day things?

A: Gardening, cleaning, shopping and personal care are not part of adaptations, but Victory may be able to provide information about getting support with these to help you be more independent. Contact the Customer Service Team to find out more.

Q. If I can't get a grant can I pay for the work myself?

A. This would depend on the work you would like to have done. You'll need to contact us for permission for the work and if approved you would need to use one of Flagships approved contractors.

We're here to help

If you'd like to know more about aids & adaptations or would like to start the process for having a minor adaptation made to your own home, please get in touch.

✉ info@victory-homes.co.uk

☎ 0330 123 1860

🌐 victory-homes.co.uk/supportandwellbeing

We're also happy to talk to you about the other support services available to you as a Victory tenant, including Tenancy Support and Community Skills. Don't hesitate to get in touch!

