

# A GUIDE

## to Disabled Adaptations



We use the term 'resident' to describe anyone living in one of our homes or receiving one of our services. This includes tenants, leaseholders, shared owners and those people living in supported or sheltered accommodation.

# Disabled Adaptations

If you or a member of your household are having difficulty using your home due to long term illness or disability, you can ask Cosmopolitan to adapt it.

## Who should I contact if I want a major adaptation?

Examples of a major adaptation may include the fitting of a stair lift or level access shower. If you need an adaptation of this type, you should contact either your GP or your Local Social Services department. You will find their number in your telephone directory. Social Services will arrange for an Occupational Therapist to attend your home to assess what type of adaptation would be best suited to your individual needs.

## Who should I contact if I need a minor adaptation?

Examples of a minor adaptation may include a grab rail, flashing doorbell or vibrating smoke alarm. If you need an adaptation of this type, you should contact the Supported Living Team on **0151 224 0319**.

## How long will I have to wait?

If you require a minor adaptation this can be requested via a tenant self referral and will be carried out within 28 days.

To register a self referral contact a Supported Living Team on **0151 224 0319**.

If a medical assessment is required, the wait is likely to be considerably longer, with an estimate of 12-24 months.

Once you have been accepted onto our waiting list for a major adaptation, we will keep you updated on the progress of your adaptation on a quarterly basis.

## Does Cosmopolitan carry out all adaptation requests?

When considering a request for an adaptation, Cosmopolitan will consider the following factors:

- How urgent the Occupational Therapist assesses the individual application to be
- What adaptations have already been carried out within the property
- Whether the property is suitable for the adaptation request
- The cost of the adaptation
- The long term needs of the household
- The suitability of alternative accommodation.

If you wish to obtain additional information regarding any adaptation to your home, please contact the Supported Living Team at Cosmopolitan on **0151 224 0319**.





If you wish to have this document translated into your chosen language, please tick the relevant box below and return to Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.

This document is available in large print, Braille and audio tape on request.

<p>إذا لديك الرغبة في الحصول على هذه الوثيقة مترجمة إلى اللغة التي تختارها، أرجو ان تضع علامة على الصندوق وترجعه إلى هيئة إسكان كوسموبوليتان. Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.</p> <p><input type="checkbox"/></p> <p>(Arabic)</p>
<p>如果您想把这份文件翻译成中文，请在空格内划✓，然后把传单寄回：Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY</p> <p><input type="checkbox"/></p> <p>(Chinese – Simplified)</p>
<p>如果您想把這份文件翻譯成中文，請在空格內劃✓，然後把傳單寄回：Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY</p> <p><input type="checkbox"/></p> <p>(Chinese – Traditional)</p>
<p>ئەگەر هەز دەگەیت ئەم دۆکیومێنتەت بۆ سەر زماڤی خۆت بۆ وەرگێڕدیت ئەوا تکایە نیشانەى ✓ لە وەرگۆژنە بەدو بەگەریتنە و بۆ (کۆمەڵەى کوسمۆپۆلیتان بۆ خانووبەرە) بۆ ئەم ناوێشانە: Cosmopolitan Housing Association ,Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY</p> <p><input type="checkbox"/></p> <p>(Kurdish)</p>
<p>Jeśli chcieliby Państwo otrzymać tłumaczenie tego dokumentu w wybranym języku, prosimy odhaczyć okienko i odesłać do: Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.</p> <p><input type="checkbox"/></p> <p>(Polish)</p>
<p>Haddii aad jeclaan laheyd in documentigan luqad aad dooratay lagu soo turjumo, fadlan sax sanduuqa oo u soo celi hey'adda guriiyeynta ah ee Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY.</p> <p><input type="checkbox"/></p> <p>(Somali)</p>
<p>Bu belgenin seçtiğiniz dile tercüme edilmesini arzu ediyorsanız, lütfen kutuyu işaretleyin ve Cosmopolitan Housing Association, Cosmopolitan House, 2 Marybone, Liverpool, L3 2BY adresine geri gönderin.</p> <p><input type="checkbox"/></p> <p>(Turkish)</p>

Please be aware that Cosmopolitan Housing Association may record any incoming or outgoing telephone calls as part of our commitment to providing excellent customer service.



Cosmopolitan House, 2 Marybone, Liverpool L3 2BY,  
Telephone: 0151 227 3716 Fax: 0151 227 4991  
www.cosmopolitanhousing.co.uk

Cosmopolitan Housing Association is a Charitable Industrial and Provident Society.

CSL/002/JULY11