

NUMBER TWENTY

a guide to disabled adaptations

This is number twenty in a series of information leaflets published by Cosmopolitan Housing Association. If you require any further information about this or other services please contact: **0151 227 3716**

This document is also available translated into your own language please see the "Guide to our service leaflets" publication, available from this office, for details.

यह दस्तावेज़ आपकी भाषा में अनुदित रूप में भी उपलब्ध है। विवरण के लिए कृपया इस कार्यालय से उपलब्ध "हमारी सेवा पुस्तिकाओं की गाइड" प्रकाशन देखें।

ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿੱਚ ਅਨੁਵਾਦ ਉਪਲਬਧ ਹੈ। ਵੇਰਵਿਆਂ ਲਈ ਦੇਖੋ ਪ੍ਰਕਾਸ਼ਨ "ਸੇਵਾ ਸੇਵਾ ਲੀਫਲੈਟਾਂ ਸੰਬੰਧੀ ਗਾਈਡ", ਜੋ ਇਸ ਦਫ਼ਤਰ ਤੋਂ ਮਿਲ ਸਕਦੀ ਹੈ।

یہ دستاویز آپ کی زبان میں ترجمہ شدہ شکل میں بھی دستیاب ہے کتابچہ بعنوان "سہما پرچے برائے معاری خدمات" (گائڈ تو اور سروس لیفلٹس) دیکھیں

هذا المستند متوفر أيضا رجمًا إلى لغتكم ،
للمزيد من التفصيل برجاء إطلاع على نشرة " دليل خدماتنا "
المتوفر مع هذا المكتب

এই ডকুমেন্টটি /লেখটি আপনার নিজের ভাষায় অনুদিত পাওয়া যাবে, 'গাইড টু আওয়ার সার্ভিস লিফলেটস' (আমাদের পরিষেবা পত্রিকার নির্দেশিকা) প্রকাশনা দেখুন, কিশা বিবরণের জন্য, যা এই অফিসে পাওয়া যাচ্ছে।

這份資料冊已有中文譯本，請參閱《我們的服務
介紹資料冊指引》，請向我們的辦公室詢問這份
摺！之詳情。

Waxaad ka lool heli kataa dukumeentigani oo ku qoran luqaddaada, fadlan waxaad eegtaa "Kaaliyaha xaashida adeegyadana" oo laga heli karo xafiiskani.

Ky dokument është poashtu i përkthyer në gjuhën tuaj, ju lutemi shikoni botimin "Udhëzime për shërbimet tona në fletpalosjet", që mund t'i gjeni në këtë zyrë, për të dhëna.

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



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Cosmopolitan Housing Association is a Charitable Industrial and Provident Society.



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in a series of
information
leaflets

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 and shared owners.

DISABLED ADAPTATIONS

Introduction...

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 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 Cosmopolitan Support and Allocation Team on 0151 224 0202

How long will I have to wait?

If you require a minor adaptation to your home that does not need medical assessment, this will be carried out within 28 days.

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

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 Support and Allocations Team at Cosmopolitan on 0151 224 0202.