Sanctuary

Aids and adaptations: how we can help

A clear guide for customers in England

About this guide

We can make changes to your home to help you live safely and independently. This guide explains what support is available, how to ask for an adaptation, how funding works and what you can expect from us.

Who this service is for

This service is for tenants, or someone who lives with them, if a disability or health need makes everyday activities at home more difficult.

If you are a shared owner or leaseholder, you can apply to your local authority for a Disabled Facilities Grant. We will support your application, but we will not fund the work.

How to ask for an adaptation

You can ask us for an adaptation by phone, through our website at www.sanctuary.co.uk, during a home visit or through a referral from an Occupational Therapist.

If you are not sure what support you need, contact your local authority. They can arrange for an Occupational Therapist to assess your needs.

Minor adaptations

Minor adaptations are non-structural changes that cost up to £750, including VAT. We pay for this work. Usually, a referral from an Occupational Therapist is not required for minor adaptations.

Examples include:

- grab rails, handrails and small ramps over door thresholds inside your home
- easy-to-use taps and adapted heating or lighting controls
- flashing doorbells, smoke alarm alerts and external lighting
- door entry intercoms, window opening equipment and key safes

We aim to complete minor adaptations within 28 working days of receiving your request.

Major adaptations

Major adaptations usually involve structural work and cost more than £750, including VAT. You will need a referral from an Occupational Therapist.

Examples include:

- stairlifts, through-floor lifts and ramps
- wider doors and improved access to rooms
- level-access showers, specialist toilets and adapted kitchens
- a downstairs bathroom or wet room

We will first apply to your local authority for the full amount available through a Disabled Facilities Grant. The grant is means-tested, which means your income and savings may affect whether you qualify. If you do not qualify because of your income or savings, we are unlikely to fund the work.

We aim to complete approved major adaptations within 26 weeks of receiving the Occupational Therapist's referral. It may take longer if we need planning permission, building approval, quotes for the work or a funding decision.

How we decide what is suitable

We will consider:

- how urgent the need is
- what changes are possible in your home
- your long-term needs and your household's needs
- whether a more suitable home is available
- the cost of the work and how we make the best use of our homes

If you expect to move within six months, we will consider your request for a major adaptation based on your circumstances. We may talk to you about moving to a more suitable home if this would meet your needs better.

What happens next

Step	What happens
1	We review your request and decide whether it is a minor or major adaptation.
2	For major work, we arrange a visit with you and the Occupational Therapist. We look at the proposed work, funding and whether another home may meet your needs.
3	We tell you our decision and, if we can, when we expect the work to be completed.
4	For major work, we keep you updated while the work is being done and inspect it when it is finished.

Charges, repairs and replacements

You may need to pay service and maintenance charges for some equipment, such as stairlifts and through-floor lifts, once the warranty has ended. We will explain any charges and ask you to agree to them before the equipment is installed.

We are responsible for repairing and servicing adaptations installed by us or by contractors working for us. We give extra priority to faults that stop you accessing a toilet or being able to cook or bathe, or that create an immediate health and safety risk.

If an adaptation needs replacing because it has reached the end of its life, contact us. We will review your request.

Work planned for your home

When we plan other work to your home, we will consider any adaptations you already have and any current requests. We will protect or replace adaptations affected by the work. Where it is practical and offers good value, we may include a new adaptation as part of the planned work.