

How to request a major adaptation to your home

Such as adding, converting, or removing property fixtures, installing a ramp, wet room, level-access shower or shower over bath, structural alterations, room conversions, or lowering a kitchen

1 **You need to contact social services** to request a needs assessment on 0300 123 6720 or online at www.gov.uk/apply-needs-assessment-social-services.



2 **Occupational therapist assessment.** Social services will review your request and prioritise your assessment based on your circumstances. An occupational therapist will visit your home to carry out the assessment.



3 **Disabled Facilities Grant referral.** If major adaptations are required, your occupational therapist will submit a Disabled Facilities Grant referral with the adaptation recommendations to your local council, and a copy will be sent to Progress Housing Group.



4 **Acknowledgement.** We will write to you usually within 10 working days to advise that a recommendation from your occupational therapist has been received for a major adaptation to your home.



5 **Disabled Facilities Grant application.** Your local council will contact you directly to process your Disabled Facilities Grant application, which will help fund the major adaptation. A financial means test will be carried out as part of the application process.



5A. Outcome. If your Disabled Facilities Grant application is successful, the local council will arrange to visit you to draw up the plans and create a schedule of work for the required adaptations.



5B. Outcome. If your Disabled Facilities Grant application is unsuccessful, you will not be eligible for funding via your local council. Your local council will close the Disabled Facilities Grant application and notify us. We will contact you directly to discuss whether there are any options available to you.



6 Plans and schedule of work. Your local council will provide us with a copy of the plans and schedule of work, and ask for permission for the work to be carried out.



7 Property and tenancy checks. We will then assess whether permission can be granted for the major adaptation by checking the following:

- If you are in rent arrears of more than £500 that will not be covered by Housing Benefit, you would need to keep to a repayment plan for 6 months before permission for the major adaptation will be granted
- If your tenancy is less than 12 months old, you will need to wait until the first anniversary, when permission for the major adaptation will be granted
- We will check if any restricting covenants in the head lease would prohibit the work being carried out
- We will instruct our contractor to carry out an asbestos survey if the property was built before 1999
- We will check that the property is not classed as temporary or homeless accommodation.



8 Permission. We will determine whether permission can be granted for the major adaptation.



8A. Outcome. If permission is granted, we will issue a landlord certificate to the local council, and send the plans to our contractor with instructions to provide a quote for the work.



8B. Outcome. If permission is not granted, we will contact you directly to discuss why and if any options are available to you.



9 Contractor visit. Our approved adaptations contractor will arrange to visit you with our surveyor. This visit will enable the contractor to scope the work required and create the quote. This visit is also an opportunity for you to ask any questions you may have regarding the installation.



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Funding. The contractor will submit their quote for the major adaptation work. We will assess the quote, and once authorised, both ourselves and the local council will raise orders to fund the work.



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Work is scheduled to commence. Our contractor will contact you directly to agree a date for works to start. The start date will depend on their availability and yours.



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Adaptation installation. Our surveyor will work closely with the contractor through to completion of the major adaptation work. Our surveyor may attend your home during the installation process to assess progress, for quality control, or if there are any unforeseen issues.



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Post-inspection arrangements. Following completion of the work, the local council and Progress Housing Group will contact you to arrange home visits to inspect and sign off the work. We allow time for the adaptation to be used, so we usually contact you after 2 months to arrange the surveyor's post-inspection.



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Post-inspection home visit. Our surveyor will visit your home to inspect the adaptation work and to note any snags, if applicable. You will be asked to provide feedback on the contractors that attended. We will note if any snags are identified for the contractor to rectify. You will be asked to sign a post-inspection form.



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Remedial work. If our surveyor identifies any additional work required following the post-inspection, our contractor will contact you to arrange for the work to be carried out. The contractor will let us know once the work has been completed.



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Satisfaction survey. A satisfaction survey will be sent to you with a pre-paid envelope once all the work is completed. This is an opportunity for you to provide any feedback you have regarding your major adaptation journey.