

How to request for us to complete a minor aids and adaptations to your home

Such as grab rails, lever taps, an additional bannister rail, a key safe, or half step

- 1 Contact us to request a minor aid or adaptation by:
 - live chat on our website, www.progressgroup.org.uk
 - sending us a message: www.progressgroup.org.uk/get-in-touch
 - calling us on 0333 320 4555.



- 2 We will review your request and **write to you** within 10 days to let you know:



If we can carry out the adaptation or require further details from you to proceed.



If we cannot proceed, for example, you might require an occupational therapist's appointment; we will signpost you to relevant organisations.



- 3 If we can proceed with the minor adaptation, we will ask you to **complete a simple form** and return it in a prepaid envelope.



- 4 Once we receive your completed form, we will **contact you by telephone** within 5 working days to arrange a convenient appointment.



- 5 On the day of your appointment, we will either measure up for materials or complete your adaptation.



- 6 We will usually complete your adaptation within 3 months of receipt of the signed form.



- 7 2 to 3 weeks after we complete your adaptation, we will send you a **satisfaction survey to complete** with a prepaid envelope.