

Does your home meet your needs?

Your home may not be suitable for you if you are elderly or disabled and can't get around the property or use all the facilities. You may be able to get adaptations done to solve these problems or you may wish to consider the option of moving to a more suitable property. This can be discussed with your housing officer who will be able to advise you of the different options available to you.



ADAPTATIONS TO YOUR PROPERTY Frequently asked questions

Castlehill Housing Association
4 Carden Place,
Aberdeen AB10 1UT

Tel: 01224 625822
Fax: 01224 625830

W: www.castlehillha.co.uk
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Office hours are:
Mon - Fri 9.00am - 5.00pm

Registered Charity Number: SCO13584



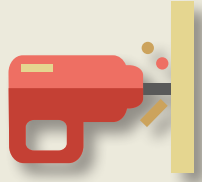
Tenant
approved



available in
other formats

What is an adaptation?

Adaptations to a property will enable clients to maximise their ability to live independently in their home.



Who do you contact for an assessment or referral?



You will be required to contact an Occupational Therapist. They will arrange to visit your property and assess what adaptations are required.

Contact details for the Occupational Therapists (OTs) are as follows:

Aberdeen City – **01224 666360**

or email: OTDuty@aberdeencity.gsx.gov.uk

Aberdeenshire Council Occupational Therapy Service – **08456 081206**

The Moray Council Occupational Therapy Service – **01343 559461**

or email: dutyot@moray.gsx.gov.uk

What happens after you have been assessed?

If the outcome of the assessment is that you require an adaptation to be carried out, your OT will write to Castlehill informing them what is required and if it is a minor or major adaptation.

A **minor** adaptation is the installation of grab rails, external hand rails and/or banisters.

A **major** adaptation may require altering the structure or fabric of the building.

Depending on the work involved, it



may require planning permission and/or building warrant. Alterations could include for example, shower installations, ramps, step alterations or the installation of a door opener.



What happens next?

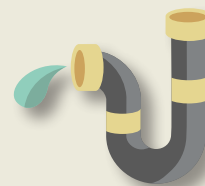


Following the recommendation from the OT that a minor adaptation is required a contractor will contact you to arrange to carry out the recommended work.

Following a recommendation for a major adaptation the Technical Officer from Castlehill may, if necessary, visit your property to draw plans of the works recommended and may ask you to choose certain finishes for the work (e.g. wet wall coverings and/or floor coverings). You will then be contacted by the contractor who will confirm a start date and provide you with his contact details. If that date is not convenient it may be rescheduled.

What happens once work is complete?

The Technical Officer will arrange to come and inspect any major work that has been carried out to make sure that it is satisfactory. Should there be any problems or defects at this time the contractor will be instructed to fix them.



What happens if there is a fault after work is complete?

If a fault occurs within the 12 month period following completion of the works, you can contact the Technical Officer and they will arrange for the contractor to return and fix the problem. If the fault occurs after the 12 month period following installation please contact the Maintenance Team on 01224 625822 and they will arrange for a contractor to fix the problem.



What work can be carried out?

Alterations to or installation of standard amenities such as toilet, wash hand basin, level access shower and kitchen units as well as:

Ramps

Stair lifts or hoists

Widening doors to allow wheelchair access

Removal of thresholds at door ways

Lowering and adjusting kitchen units to allow wheelchair access

Lever taps

Grab rails

Hand rails (external)

Additional banisters

If you require further information, please contact:

Castlehill Development Team

11 Waverley Place

Aberdeen AB10 1XH

Tel: 01224 251132

Email: info@castlehillha.co.uk