



Our commitment

We want every customer to feel safe and supported so they can maintain their independence at home.

We will:

Help customers live safely, comfortably and independently in their homes.

Provide clear information about the adaptations process.

Complete minor adaptations quickly and support customers through major adaptations.

Act fairly and transparently if standards are not met.

Minor and major adaptations

You can request smaller adaptations directly through our customer service team – find out how to contact them [here](#).

For larger adaptations, we'll guide you through the process with your local authority, including Occupational Therapy (OT) assessments.

1. Minor adaptations

- ✓ These small changes help make day-to-day living easier. Examples include:
 - Grab rails.
 - Tap openers.
 - Other simple adjustments installed by our in-house repairs team when you ask.

2. Major adaptations

- ✓ For bigger changes to support mobility and independence. These may include:
 - Wet rooms.
 - Adjusted or accessible kitchens.
 - Ramps.
 - Other significant structural alterations.

- ✓ Major adaptations need:
 - A full OT assessment.
 - An application through your local authority.
 - Approval from Irwell Valley Homes.
 - Funding through a means-tested* Disabled Facilities Grant (DFG), with a contribution from Irwell Valley Homes.

**means-tested is where they look at your personal financial situation to decide if/how much financial support you'll receive.*





What you can expect from this service

We will:

- ✓ Acknowledge your request promptly, explain next steps clearly, and let you know whether your need falls under minor or major adaptations.
- ✓ Carry out minor adaptations efficiently using our in-house team, keeping you informed throughout.
- ✓ Your occupational therapist will support you through a major adaptation process, including their assessment, the funding process and support with applications. We will provide further support with this as needed.
- ✓ Communicate clearly about decisions, expected timelines and who is responsible for what.
- ✓ Respect your home, ensuring all work our team carries out is completed safely, professionally, and to a high standard.

How long will it take?

Timescales can vary based on:

- Whether the adaptation is minor or major.
- The processes of the occupational therapist and the local authority area you live in.
- Funding approval (for works using Disabled Facilities Grant funding).
- Contractor availability.

Tailoring our service to you

We want to provide homes and services that meet your needs.

If you need us to communicate with you in a particular way or offer extra support when delivering services, please contact our **Customer Service Team** to let us know.

We will:

- ✓ Support you with other processes including Occupational Therapy (OT) assessments and Disabled Facilities Grant (DFG) applications, if needed.



If we don't meet this standard

If you are unhappy with how we have handled your aids and adaptations request, you can:

- ✓ Contact your **Area Repairs Manager** through the **Customer Service Team** if it relates to a minor adaptation.
- ✓ **Make a complaint** – find out what to expect from our **Complaints Service** if it relates to a major adaptation.



How we check we're meeting this standard

- ✓ **We monitor and review** performance data including how quickly requests are assessed, progressed and completed.
- ✓ **We use feedback** from surveys, compliments, complaints and general comments to improve our service, acting on specific concerns and identifying trends.
- ✓ **We support** the Resident Scrutiny Panel and other customer involvement groups with any reviews they carry out and explore and implement actions they recommend.
- ✓ **We review** these standards in line with the policies which sit behind them. We will also update them based on customer feedback and best practice.