

Service Standards

We want our the adaptations service to be of a high quality, give you confidence and independence in your home, is value for money and meets your needs and expectations. In order to do this will measure how we and our contractors are doing against the performance indicators listed below on a regular basis. Performance Indicators are as follows:

Tenant Satisfaction Form Returns	We aim to get a return rate of 79% of forms sent out.
Overall Tenant Satisfaction	Aiming for 99% satisfaction with the service provided.
Adaptations Completed on Time	100% of adaptations completed within timescales.
To provide a fair and equal service to all tenants	No evidence of particular groups of people receiving a worse service or experiencing specific problems.
To provide a service that delivers good value for money	Average job costs and costs of managing the work compare favourably with best performing organisations.

Performance against these standards will be reported to our Residents' Committee and at the annual Residents' Conference.

For further information please contact:

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Housing Aids and Adaptations

..... Helping you manage in your home



We can provide information in Large Print, Braille, other Languages or audio. Please—Just Ask

If you (or someone in your household) are elderly or have a disability and find it hard to get about your home we may be able to install aids and adaptations to make life easier. Or support you in a move to more suitable accommodation.

Adaptations are changes to your home to help you stay there and live safely and independently. These changes can either be minor, e.g. grabrails, lever taps, small access ramps, visual smoke alarms or major, e.g. stairlifts, level access shower, ramps etc.

How do I apply for an adaptation?

- You need to be an Association resident
- For minor adaptations you can make a request to your Housing Officer
- For major adaptations you will need to be assessed by an Occupational Therapist (OT), who will look at what you may need to help you manage in your home. The OT will forward their recommendations to Impact Housing.
- Impact Adaptations Coordinator will look at whether the adaptation is possible and funding for the work
- You will be advised in writing at each stage of the process
- If the work is approved an order will be sent to one of the Associations Approved Contractors. Setting out timescales for the completion of the work
- The contractor will contact you to arrange a start date.
- The adaptation will either be funded by the Association or disabled facilities grant.
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How quickly will the work be done?

Depending on budgets the following timescales will normally apply:-

Minor Adaptations will normally be ordered within 7 days of receipt of a request.

Major Adaptations will normally be ordered within 21 days of an OT request being received.

What can you expect from the contractor?

Our Approved Contractors must have signed a code of conduct which means that they:

- Provide identification when they arrive at your home.
- Explain what they are going to be doing, when it will be started and how long it is expected to take.
- Take care of your property and possessions.
- Ensure your property is kept clean and tidy both during and at the completion of the work.
- Will not drink or smoke in your property, use bad language or make comments which are offensive or act in an aggressive manner
- Will not use the WC, kitchen facilities, electricity, gas or water without your express permission.
- If the work cannot be completed on their first visit they will let you know when you can expect them back to complete it.

What if I am not happy?

When the work is complete we will ask you to complete a short questionnaire to check whether you are happy with the work. If you are not happy tell us and we will aim to get things put right.