What are aids and adaptations?
Aids and adaptations are alterations to your home that make it easier for you and your family to live independently.

Minor adaptations:
- Installing lever taps
- Fitting grab rails and handrails
- Adapting lighting or heating controls to make them easier to use
- Installing half steps at front and back doors.

Major adaptations:
- Installing stair lifts or through-the-floor lifts
- Replacing baths with flush-floor showers
- Installing external access ramps
- Fitting lower kitchen worktops.

Who can ask Hyde to pay for aids and adaptations?
Hyde will consider requests for aids and adaptations from general needs residents (including those in affordable rented homes), as well as those living in our supported housing and sheltered accommodation. Unfortunately, we do not pay for adaptations for shared owners, leaseholders or tenants applying for Right to Buy or Right to Acquire.

Who do I need to talk to about aids and adaptations?
Call Hyde’s Customer Services team on 0800 3 282 282 to discuss adaptations. We will review your request, which may involve an adaptations surveyor visiting your home to discuss the requirement. We may be able to help straight away but in some cases, particularly for major adaptations, we will refer you to an occupational therapist.

Why do I need to be referred to an occupational therapist?
An occupational therapist is trained to assess what adaptations to your home are required to meet your needs. Your local authority or GP can help you arrange an occupational therapist visit or Hyde can help you contact the best person.
What is a Disabled Facilities Grant?
Some major adaptations can be very expensive and are not carried out by Hyde. In these cases, you may have to apply for a Disabled Facilities Grant through your local authority to cover the cost of adaptations. The local authority will assess your eligibility and the level of grant awarded (which is based on your income and savings). For more information on the grant process, visit [www.gov.uk/disabled-facilities-grants](http://www.gov.uk/disabled-facilities-grants) or contact Hyde’s Customer Services team.

What happens after my assessment?
The occupational therapist will report back to Hyde and we will contact you to discuss the next steps. We will organise minor adaptations, often straight away; grant-funded work will be arranged by the local authority. When work is finished, it will be inspected to ensure it meets Hyde’s quality standards.

Who maintains the adaptations?
Hyde will review each request, and usually maintain all adaptations (including those that were grant funded). If a repair is needed, contact the Property Services Responsive team. Note that we cannot maintain adaptations that you install and pay for privately.

Further help and advice?
For further help and advice please contact the Customer Services team on 0800 3 282 282 or email: customerservices@hyde-housing.co.uk