

If you would like to know more about Coastline and its work, or have an idea about how we could improve our services, please contact us:

Coastline Housing Limited, Coastline House, 4 Barncoose Gateway Park,
Pool, Redruth, Cornwall TR15 3RQ
Telephone: 08082 027728 or 01209 200200
email: customer.service@coastlinehousing.co.uk
www.coastlinehousing.co.uk

Your Guide to Disabled Adaptations in Your Home

Do you need information in a different format?

<input type="checkbox"/> In Braille	<input type="checkbox"/> On tape	<input type="checkbox"/> Face to face	<input type="checkbox"/> Larger typeface	<input type="checkbox"/> Large print
-------------------------------------	----------------------------------	---------------------------------------	--	--------------------------------------

Arabic الرجاء ارسال لي هذه الوثيقة باللغة العربية

Polish Na specjalne życzenie, niniejszy dokument może być dostępny w języku Polskim.

Thai เอกสารนี้จะมีให้ในภาษาไทย ถ้าคุณต้องการ

Other language required: _____

Name: _____

Address: _____

Postcode: _____

Telephone: _____

Send to:
Coastline Housing Ltd
4, Barncoose Gateway Park
Barncoose Redruth
Cornwall TR15 3RQ



08082 027728

If you tell us which language you speak, we will be able to get a translator on the phone.



Coastline
housing



Coastline
housing

Introduction

Coastline Housing is committed to supporting elderly and disabled residents to live independently within their own home for as long as they want.

We provide a dedicated disabled adaptations service which is open to all our residents.

To make it easier certain frequently requested adaptations can be fitted by direct request from tenants.

These adaptations are:

- ▶ lever taps
- ▶ grab handles
- ▶ banister rails
- ▶ galvanised rails over external steps
- ▶ optical smoke detector for the hard of hearing
- ▶ removal of internal thresholds and making safe

If you require any of the above adaptations please contact us on 08082 027728 or 01209 200200.

What do I need to do for any other adaptations?

For all other adaptations you will need a referral from an Occupational Therapist (OT). It is important that you request a referral as soon as you are aware you are having difficulties and not wait until the situation is critical.

You can request an assessment by contacting the Access Team at Cornwall Council on 0300 1234 100 by email adultcareandsupport@cornwall.gov.uk or via their website at www.cornwall.gov.uk

The Access Team will arrange an appointment for an assessment of your needs to be made.



Once the assessment has been made a request will be sent to Coastline for the work to be carried out. You will also receive a copy of this request.

If the work requested costs less than £1000 Coastline will place an order for it to be carried out.

If the work costs over £1000 you will need to apply for a Disabled Facilities Grant (DFG) from Cornwall Council. The DFG is a means tested grant unless the adaptations are for a child and Coastline can help you to make the application. See leaflet 21a for further details.

If the grant application is approved the order can proceed once you have a DFG approval number from Cornwall Council.

What if I can't get a grant?

If the application is not approved or only part funded you will need to make up the shortfall before the work can be authorised. The Disabled Adaptations Officer can offer you advice on where you may be able to find help with this.

How long will it take?

Once the DFG is approved by Cornwall Council an order can be placed for the work. The length of time it takes for the work to be carried out will depend on the type of adaptation.

What if my home can't be adapted?

It is not always possible for adaptations to be made in which case you may have to consider other options. Coastline will be happy to discuss the options available with you.

Who should I contact for more information?

If you require any further information please contact Customer Services department or the Disabled Adaptations Officer at Coastline Housing.