

# Aids and Adaptations Policy

Date approved: 27/06/2024

Our aids and adaptations service is here to help you. We offer support to make things easier.



We provide aids and adaptations to help you live independently, for longer. We can check what you need and talk through options. You may need a minor or major adaptation.

## Minor adaptations

All changes made to your home that cost less than £1,000. Here are some examples:

- Grab rails
- Handrails
- Half steps
- Widened doors
- Lever taps
- Fire alerts
- Vibrating pillows
- Additional bannister rails

## Major adaptations

All changes that are permanent and cost £1,000 or more. We will work with your local authority to check what equipment or adaptations are needed.

Here are some examples:

- Wet rooms/level access
- Showers
- Stairlifts
- Ramps

We aim to complete all minor adaption work within **30** days.

We aim to complete all major adaptation work within **90** days

We will keep you informed of the progress of works to your home.

You can let us know if you'd like to do any adaptations yourself, including requests for scooters, parking, gardens and vehicle access. Conditions will apply.

We will always try and meet your needs for an adaptation, however, in some cases, we won't be able to, such as:

- Where the structure of the building is not suitable
- Where the adaptation does not meet your future or long-term needs
- When an alternative home which better meets your needs can be offered

If we refuse, we will support you with alternate options.

Please let us know if you or someone else in your household has any vulnerabilities.

You can get in touch by phone, email, Live Chat or My Livin app to log an adaptation request. If you are struggling in your home, but the above does not apply to you, we may still be able to help.

### What next?

[Read the full policy at livin.co.uk/policies](http://livin.co.uk/policies)

[Not satisfied with this service? Let us know at livin.co.uk/complaints](http://livin.co.uk/complaints)

Contact us by phone if you need a copy of this policy or more information about feedback and complaints, we will be happy to post this out to you.

Please let us know if you need additional support to read this document.

We can provide this document in over 250 languages. Our most common are:

عربى (Arabic) Български (Bulgarian) Hrvatski (Croatian) čeština (Czech) ښاراف (Farsi)  
Magyar (Hungarian) polski (Polish) Português (Portuguese) Română (Romanian)  
Español (Spanish) Український (Ukrainian)

Request this document in an alternative format:



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Live Chat with us at [www.livin.co.uk](http://www.livin.co.uk)



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