

Making life easier in your home

Our guide to aids and adaptations



We want to make it easier for you to live in your home if your needs change. This leaflet explains what you need to know and how to access our aids and adaptations service.

What are aids and adaptations?

Aids and adaptations are alterations which help you – or someone you live with – to carry out daily tasks or get around at home more comfortably. They can really improve your quality of life. Here are some examples of the kinds of aids and adaptations that are available:

- Lever taps
- Grab rails
- Extra stair rails
- Ramps

Other more substantial adaptations such as walk-in showers, level access showers and ground-floor toilets may also be available to you. We can help you to obtain grant funding for these improvements from your local council or other providers.

How can I access this service?

Please let us know if you think you would benefit from aids and adaptations. You can telephone, email, visit us, or write to us – all our contact details are printed on the back of this leaflet.

Simple adaptations – such as lever taps – will be carried out as part of our normal maintenance service. If you want something more complicated – such as a level access shower – we will help you to contact an occupational therapist for an appointment. They will visit your home and talk to you about which adaptations are best suited to your needs. The occupational therapist will also explain to you how grant funding can be obtained, subject to approval.

If some of the aids and adaptations you require are simple and others more complex, we will carry out the easy ones as soon as we can and make the other alterations following a review of your needs.

Once we have talked to you about your needs, it may prove that moving house would be a better option. If this is the case, we can help you to find a new home that will be able to meet both your needs now and in the future. Every application will be carefully considered and your personal circumstances will be taken into account.

Who pays for this work?

Black Country Housing Group will pay for simple aids and adaptations to your home. If we cannot meet the full cost of more complex adaptations, we will help you to access grant funding to pay for this work.

We will maintain any aids and adaptations made to your home. Sometimes, however, there is a small cost which we will ask you to pay as part of your service charge.

Useful contacts

If you want to contact your local occupational therapist, these are the numbers to call:

Sandwell Occupational Therapy 0845 3522266

Dudley Occupational Therapy 01384 813 090

Birmingham Occupational Therapy 0121 303 1234

Walsall Occupational Therapy 01902 413 004

Wolverhampton Occupational Therapy 01902 552 652

Need help using our services?

If you are deaf or hard of hearing, all of our offices have hearing loops – please ask our receptionists. These help you hear more clearly and reduce background noise if you use a hearing aid or loop listener. If you would like a hearing loop for a meeting, let us know beforehand. If you are blind or partially sighted we can give you information in large print, on audio tape or in Braille. Please phone 0121 561 1969 to discuss your needs with us. If your first language isn't English, we can provide an interpreter either to help you over the phone or in person.

How to contact us:

- Phone: 0121 561 1969
- E-mail: housing@bcha.co.uk
- Website: www.bcha.co.uk (fill in our online form)

Black Country Housing Group Ltd
134 High Street
Blackheath
West Midlands
B65 0EE

- You can also write to us at the address above
- You can also call in to our offices at the same address