

What happens when I contact the Occupational Therapist?

The Occupational Therapist will assess your needs and recommend adaptations.

Social Services may pay for the adaptation with a Disabled Facilities Grant. If they don't, or if they can't provide the equipment, then you will go on our waiting list for adaptations.

Our Property team will visit you when we are ready to proceed with the work. They will complete a specification of the changes we must make to your home so we can get prices for the work and consult you on your choice of finishes where available.

We aim to complete major adaptations within 12 months of getting your request for an adaptation, as long as funding is available.

What if an adaptation is not possible?

Where we can't adapt your home due to technical reasons, we will discuss other options with you, such as whether we can offer you another home that would meet your needs.

Where we can't adapt your home due to lack of money, we will talk to you about other options, such as finding you aids from an equipment provider as a short-term measure.

How will I be kept informed?

Our specialist Aids & Adaptations team, Janet Ratcliffe and Jackie Barratt, will deal with your request. Janet and Jackie will keep you up to date on progress with your adaptation.

If you have any questions about getting an aids or adaptation or need advice and information, please contact Janet or Jackie on 0161 475 2669/2661 or via Harvest Response on

LoCall 0845 345 0272.

Harvest Housing Group

Established in 1963, Harvest Housing Group is a not-for-profit housing group providing over 18,000 affordable, high-quality homes supported by comprehensive neighbourhood services. Our unique way of working delivers group-wide resources at a truly local level.

Our expertise means we have the experience to work with communities to deliver high-quality local services to a variety of people all with very different needs in a friendly and professional way.

Group members



Harvest
Parent body and service provider – strategic direction, corporate services, finance, business and service development and Harvest Response, our shared service centre.



Derwent & Solway Housing Association
Delivering affordable housing and neighbourhood services in Cumbria.



Eaves Brook
Delivering affordable housing, neighbourhood services and housing market renewal services in Lancashire.



Frontis
Developing NHS key worker, affordable and other new housing products across the country. Responsible for the housing and neighbourhood services in Warrington.



Manchester & District Housing Association
Delivering affordable housing and neighbourhood services and Private Finance Initiatives in Manchester, Greater Manchester and Cheshire.



Moorlands
Delivering affordable housing and neighbourhood services in Leek, Cheadle, Biddulph, High Peak and Cheshire.



Outlook Homes
Delivering management services for our own market rent and key worker housing and for other landlords, both commercial and residential services.



Partington Housing Association
Delivering affordable housing and neighbourhood services in Partington.

Harvest, Moorlands, M&D and D&S are charitable organisations.



Harvest Response

Winner of Customer Contact Association Award 2007 & 2008

Telephone: LoCall **0845 345 0272** – Minicom **0845 345 7484**

All calls are charged at a local rate. Incoming and outgoing calls are recorded for training, security and monitoring.

Opening times:
Monday to Friday 8am to 8pm. Saturday 9.30am to 1pm

Email: response@harvesthousing.org.uk

Write to us at: Harvest Response, PO Box 593, Preston PR2 2WU



The registered office for all Group members is:
Harvest Housing Group Limited
Apex House, 266 Moseley Road,
Levenshulme, Manchester M19 2LH

Telephone: 0161 248 2300
Fax: 0161 248 2401
email: info@harvesthousing.org.uk
www.harvesthousing.org.uk



Aids and adaptations

This leaflet explains the aids and adaptations service of Manchester & District Housing Association and Frontis.

Turning homes and neighbourhoods into places where people want to live and choose to stay





This leaflet explains what an aid or adaptation is and what happens when you ask for one.



If you would like the help of an interpreter to understand this document, or to talk to us, please contact your local Neighbourhood Office or Harvest Response on LoCall 0845 345 0272 or Minicom 0845 345 7484.

This leaflet is also available in other formats, such as Braille, large print or audio (CD or tape).

French

Ce dépliant explique en quoi consistent les travaux d'adaptation ou d'accessibilité dans un logement et quelles démarches effectuer pour en bénéficier.

Si vous souhaitez l'aide d'un interprète pour comprendre ce document, ou pour nous parler, veuillez contacter soit votre bureau de proximité (Neighbourhood Office) soit Harvest Response au 0845 345 0272 (prix d'un appel local) ou au 0845 345 7484 (pour les utilisateurs de Minicom).

Ce dépliant est également disponible dans d'autres formats notamment en braille, en gros caractères ou sur support audio (CD or cassette).

Russian

В этой брошюре объясняется, что означает помощь и социальное адаптирование, и что происходит, когда вы просите об одном или другом.

Если вы нуждаетесь в помощи переводчика, чтобы понять текст настоящего документа или поговорить с нами, свяжитесь с ближайшим айонным представительством (Neighbourhood Office) или отделением Harvest Response по телефонам службы LoCall 0845 345 0272 или Minicom 0845 345 7484.

Данная листовка также доступна в других форматах – брайлевская печать, крупный шрифт или аудио-формат (CD-диск или кассета).

Punjabi

ਇਸ ਲੀਫਲੈਟ ਵਿੱਚ ਸਮਝਾਇਆ ਗਿਆ ਹੈ ਕਿ ਇੱਕ ਸਮਾਜਿਕ ਸਾਧਨ ਅਤੇ ਕਿਸੇ ਚੀਜ਼ ਨੂੰ ਆਪਣੇ ਅਨੁਕੂਲ ਕਰਨਾ ਕੀ ਹੁੰਦਾ ਹੈ ਅਤੇ ਸਦੇ ਤੁਸੀਂ ਇਸ ਦੀ ਮੰਗ ਕਰਦੇ ਹੋ ਤਾਂ ਕੀ ਹੁੰਦਾ ਹੈ।

ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਸਮਝਾਇਆ ਨੂੰ ਸਮਝਣ ਲਈ ਜਾਂ ਸਾਡੇ ਨਾਲ ਗੱਲ ਕਰਨ ਲਈ ਇਕ ਦੁਸਰੀਏ ਦੀ ਮਦਦ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੇ ਸਮਾਜਿਕ ਸੇਵਾਦਾਰ ਜਾਂ ਹਾਰਵੈਸਟ ਰਿਸਪੋਂਸ ਨਾਲ ਸੰਪਰਕ 0845 345 0272 ਜਾਂ ਮਿਨਿਕਮ: 0845 345 7484 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

ਇਹ ਲੀਫਲੈਟ ਦੂਜੇਆ ਭਾਸ਼ੀਆਂ ਲਿਖੇ ਗਏ ਸ਼ੈਲ, ਵੱਡੇ ਅੱਖਰਾਂ ਦੀ ਛਪਾਈ ਜਾਂ ਆਡੀਓ (ਸੇਡੀ ਜਾਂ ਟੇਪ) ਵਿੱਚ ਵੀ ਉਪਲਬਧ ਹੈ।

Farsi

این بروشور درباره مفهوم کمک‌ها یا سازگاری و کارهایی که بعد از درخواست انجام می‌شود توضیح می‌دهد.

اگر شما می‌خواهید که کسی به شما در فهمیدن این سند یا در صحبت کردن با ما کمک کند، لطفاً با ما تماس بگیرید. شماره تماس ما 0845 345 0272 (تلفن محلی) یا 0845 345 7484 (برای کاربران مینیکام).

این بروشور همچنین در سایر فرمت‌ها نیز در دسترس است، از جمله چاپ برجسته، چاپ بزرگ یا روی سی‌دی یا کاسهته.

Polish

Niniejsza ulotka wyjaśnia, co to jest pomoc lub udogodnienie i jaka jest procedura w przypadku zgłoszenia przez Państwa takiego zapotrzebowania.

Jeśli w celu zrozumienia niniejszego dokumentu lub kontaktu z naszą firmą chcieliby Państwo skorzystać z pomocy tłumacza, prosimy o kontakt z miejscowym Neighbourhood Office lub Harvest Response pod numerem LoCall 0845 345 0272 lub Minicom 0845 345 7484.

Niniejsza ulotka dostępna jest również w innych formatach, takich jak druk pismem Braille'a lub duża czcionką, bądź format audio (na dysku CD lub taśmie magnetofonowej).

Gujarati

આ પુસ્તિકા તેમને સમજાવે છે કે શું અને શું શું કરવા માટે જરૂર છે અને શું શું કરવા છે. જો તમને આ સમજાવવામાં અથવા અન્ય કોઈ સહાયતાની જરૂર છે તો કૃપા કરીને અમારો સંપર્ક કરો. અમારો સંપર્ક: 0845 345 0272 (લોકલ કોલ) અથવા 0845 345 7484 (મિનિકમ).

આ પુસ્તિકા અન્ય સ્વિકૃતિઓમાં પણ ઉપલબ્ધ છે, જેમ કે બ્રેલ, મોટા અક્ષરોમાં અથવા ઓડિયોમાં (CD અથવા ટેપ) પર આવી શકે છે.

Urdu

یہ کتابچہ اس بات کی وضاحت کرتا ہے کہ اعداد یا مطالبات پانوں کیا ہے اور جب آپ اس کی درخواست کرتے ہیں تو کیا ہوتا ہے۔

اس دستاویز کو سمجھنے یا ہم سے بات کرنے کے لیے اگر آپ کو ترجمان (انٹریٹر) کی ضرورت ہو تو براہ کرم اپنی مقامی 'سے تہہ' آفس یا ہارویسٹ ریسپانس سے کال نمبر 0845 345 0272 یا مینیکام نمبر 0845 345 7484 پر رابطہ کریں۔

یہ کتابچہ دیگر شکلوں میں بھی دستیاب ہے، جیسے بڑے حروف کی چھاپی، یا سننے والی ٹیپ یا ڈی وی پی۔



They range from minor adaptations such as

- grab rails
- handrails
- lever taps

to major adaptations such as

- showers
- stair lifts
- ramps.

Turning homes and neighbourhoods into places where people want to live and choose to stay

How do I request aids and adaptations?

If you think you need an aid or adaptation, please contact:

- Janet Ratcliffe or Jackie Barrett, our specialist Aids & Adaptations team on 0161 475 2669/2661 or via
- Harvest Response LoCall 0845 345 0272 Minicom 0845 345 8484
- or your local neighbourhood office
- or, if you live in sheltered accommodation, your Scheme Manager.

If you want a minor adaptation, we will order the work and aim to get it done within 28 days of your request, as long as we have money available.

Janet or Jackie can refer you to the Occupational Therapist in your area, or give you their contact details.

If the adaptation will involve major work on your home, we will help you to contact an Occupational Therapist at your local Social Services department so they can assess your needs.



Harvest Response LoCall 0845 345 0272

