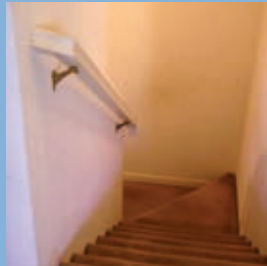


# Aids and adaptations



Helping you to live  
independently  
in your home

# Aids and adaptations

We want to help you live independently in your home. If you are having trouble moving around, climbing stairs, or getting in and out of the bath, or you need wheelchair access, we may be able to adapt your home. We can provide aids like hand and grab rails or ramps to help you.

## How to get an assessment

The occupational therapy section of the London Borough of Tower Hamlets will first assess your needs.

We can help you contact them or you can contact them direct on **020 7364 5948** or **020 7364 5945** from 9am to 5pm, Monday to Friday. You can also contact them by e-mail at **occupationaltherapy@towerhamlets.gov.uk**

You can also contact the occupational therapy service through your doctor's surgery.

## What happens next?

The occupational therapist will assess you to decide what needs to be done. They can do this over the phone or by visiting you at home. We will get their report which will say what work is needed. This may include improving safety with small changes like fitting stair and grab rails, improving access to your home with ramps, widening doors or installing a stairlift, or by using 'major adaptation' options like changing your kitchen or bathroom. You can expect small adaptations to be completed within 28 days.





## Who pays?

We pay for most adaptations, and we can tell you about this if you need any work. (If we pay for adaptations, this does not mean we will increase your rent.)

You may also be able to use the Disabled Facilities Grant (DFG) scheme. (This is a government grant for registered disabled people, and will cover the cost of level-access showers, stairlifts and specialist equipment.) We will make a DFG application for you to see if you can get a grant.

If your kitchen and bathroom are due to be improved under the Decent Homes Standard (a decent home is one which is wind and weather tight, warm and has modern facilities) in the future, but this is not being carried out immediately, we will try to do the adaptations needed as quickly as we can and pay for the work through the regeneration budget.

For information about any of the above, please phone **020 8880 7825**.

## We will do the following

- We will help you ask for an assessment of your needs, which is done by an occupational therapist from the London Borough of Tower Hamlets.
- If necessary, we will help you claim a grant from the London Borough of Tower Hamlets to pay for any adaptations needed (for most minor work, a grant isn't needed).
- We will help you meet with the occupational therapist.
- We will manage the changes or installation.
- We will use our experienced builders to do the work.
- We will make sure you are happy with the work we've done.
- We will welcome your comments on how we are providing and checking the aids and adaptation service.

## How to contact us

### EastendHomes Head Office

Tayside House, 31 Pepper Street,  
London E14 9RP

E-mail: [enquiries@eastendhomes.net](mailto:enquiries@eastendhomes.net)

Phone: 020 7517 4700

Fax: 020 7515 0218

### Mile End Housing Centre

38 Wager Street, London E3 4JE

E-mail: [mileend@eastendhomes.net](mailto:mileend@eastendhomes.net)

Phone: 020 8880 7055

Fax: 020 8880 7810

### Island Gardens Neighbourhood Centre

137 Manchester Road, London E14 3DN

E-mail: [islandgardens@eastendhomes.net](mailto:islandgardens@eastendhomes.net)

Phone: 020 7538 2340

Fax: 020 7537 0512

### St George's Housing Centre

Shearsmith House, Hindmarsh Close,  
London E1 8HP

E-mail: [stgeorges@eastendhomes.net](mailto:stgeorges@eastendhomes.net)

Phone: 020 7481 4110

Fax: 020 7481 4082

### Holland Housing Centre

35 Commercial Street, London E1 6BD

E-mail: [holland@eastendhomes.net](mailto:holland@eastendhomes.net)

Phone: 020 7456 6700

Fax: 020 7456 6737

### Glamis Housing Centre

Ground Floor, Roslin House, Brodlove Lane,  
London E1W 3EL

E-mail: [glamis@eastendhomes.net](mailto:glamis@eastendhomes.net)

Phone: 020 7791 7947

Fax: 020 7791 7983

**You can send us a text message to 07961 941584**

## Leaflets

**We produce leaflets on the following topics**

- Repairs
- Rent
- Service charges
- Antisocial behaviour
- Customer care
- Estate services
- Resident involvement
- Lettings

## Other languages and formats that this leaflet is available in

If you ask, we can provide copies of this document in a range of languages and formats, including:

- **in languages such as Bengali and Somali**
- **in Braille**
- **in large print**
- **on audio tape**

To ask for a different format, please contact your local housing centre.

