

# Frequently Asked Questions (FAQ's)

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## Care & Repair

### **Do I need to gain permission from my landlord for an adaptation?**

Yes you will need to request permission from your landlord and Care & Repair can assist with this process.

### **I live in a house previously owned by the council which was transferred across to Freebridge. Who do I need to contact regarding maintenance?**

All council housing stock was transferred over to Freebridge Community Housing so any maintenance queries need to be directed to them on 0333 240 4444.

### **Am I eligible for an adaptation?**

This will be dependent on the outcome of a client based assessment by the Care & Repair team.

### **Am I eligible for grant funding, will I have a contribution?**

Grants are subject to a means test, which will be determined by a combination of income & savings (for both members of a couple) If you are in receipt of a means tested benefit, (such as Housing Benefit/Guaranteed Pension Credit) you will not need to undergo a further means test – Please contact Care & Repair for further details, or if you require a provisional means test to be carried out. It is important to know that even if you have savings you may still be eligible for funding.



### **Is the contribution based on the cost of works?**

No, the contribution is based on the outcome of the means test.

### **Will I be able to choose the design myself?**

The assessment is based on need. You will be consulted throughout the process but the design will be based on the most cost effective way of meeting your need. Any variations will need to be assessed by an Occupational Therapist and you will be required to pay for any additional work.

### **Can I have future works grant funded if I have already received funding?**

Yes, if your requirements change over time then contact us so we can reassess your needs.

### **Can I claim grant funding for works I have already had completed?**

No, funding cannot be applied retrospectively for any works already carried out.

### **What is included in a level access shower adaptation?**

These include a graded floor with non slip flooring to the entire floor (please note there is no shower tray), thermostatically regulated shower control, extended pole and shower hose and a weighted shower curtain. Sanitary ware may or may not be replaced depending on the design and layout of the adaptation.

### **Is decorating included and how much tiling will be done?**

Decorating is **not** included, however, new doors and frames will be painted and new plaster will be sealed with one coat of paint. Tiling will be limited to the shower area only, not the whole bathroom.

### **Can I pay extra to have other works done and/or different tiles?**

Clients can pay extra to have other works done as long as they don't change the layout, or impact on the adaptation still meeting the need.

### **How long will it take from the initial visit until the adaptation is completed?**

Unfortunately this is very difficult to answer as funding and complexity of the adaptation will impact on this. However, the Care & Repair team will keep you updated on timescales continuously throughout the process.

### **How long will a level access shower take to install?**

The contractor will be on site for approximately five to seven days, however, each case is different and sometimes it may take longer especially for larger jobs.





**Will I be able to use my toilet overnight during the adaptation?**

Toilet facilities will be available overnight; however, alternative washing facilities may need to be sought during this time.

**How long is the guarantee?**

All works are guaranteed for 12 months. The majority of equipment installed is specialist and will come with its own manufacturer's warranty. This will be explained to you upon completion.

**When do I have to pay for my contribution/extra works?**

The contractor will generally invoice you once the works are completed. However, depending on the size or complexity of the job you may be asked to make an interim payment.

**What if I need to cancel my appointment?**

We discourage cancellations as this may slow down the process considerably. However, we appreciate occasionally it is unavoidable but would ask for you to give us as much notice as possible so that we can fill the appointment.

**I live in Fenland, who do I need to contact regarding an adaptation?**

You need to arrange an assessment by an Occupational Therapist by calling Cambridgeshire Direct on 0345 045 5205.

**I live in Breckland, who do I need to contact regarding an adaptation?**

You need to arrange an assessment by an Occupational Therapist by calling Breckland Integrated Housing Adaptations Team on 01362 656393.

