



Adaptations



**west
north
west**
homes leeds

العربية • 中文 • فارسی • Français • كوردی • Polski
Português • Soomaali • ཁོ་ལྷན་ཁྲིམས་ • اردو



If you would like this document in your language, **large print** or Braille, please contact your Neighbourhood Housing Office, who can do this for you free of charge.

Arabic / العربية

إذا كنت ترغب بالحصول على هذه الوثيقة مكتوبة بلغتك الام او مطبوعة بأحرف كبيرة او على شكل بريل، قم بالاتصال بمكتب اسكان الاحياء. هذه خدمة مجانية نقدمها لك.

Cantonese / 中文

如果你需要這份文件翻譯成你的語言、或以大字體或盲人點字格式說明，請與你的鄰里房屋辦事處聯絡，他們能夠免費給你安排。

Farsi / فارسی

اگر شما علاقمند به داشتن این مدرک بزبان خود، بصورت بریل، خط درشت و یا بصورت نوار شنیداری می باشید لطفاً با نبرهود هاؤسنگ اوفس (Neighbourhood Housing Office) خود تماس بگیرید، اونها می توانند این کار را برای شما بصورت رایگان انجام دهند.

French / Français

Si vous désirez recevoir ce document dans votre propre langue, en gros caractères ou en braille, veuillez contacter votre Bureau Logement -Neighbourhood Housing Office- qui se chargera de vous l'envoyer gratuitement.

Kurdish / کوردی

ئەگەر دەتەوێت ئەم نووسراوەت بە زمانی خۆت یان بە چاپی پیتی گەورە یاخود بە بریل (شینۆازی نووسینی نابینا) بۆ دابین بکەیت، ئەوا تکایە پەیوەندی بە ئۆفیسێ خانووبەری ناوچەکەتەوه (نییبەرهوود هاوژین ئۆفیس) بکە و ئەوان بە خۆپرابی ئەو کارەت بۆ دەکەن.

Polish / Polski

W celu otrzymania niniejszego dokumentu w swoim ojczystym języku, dużą czcionką lub w języku brajla, proszę skontaktować się z Dzielnicowym Biurem Mieszkaniowym, które dostarczy tłumaczenie bezpłatnie.

Portuguese / Português

Se pretender obter este documento no seu idioma, impresso em letras grandes ou em Braille, contacte o Gabinete de Habitação da sua zona, que poderá fazê-lo gratuitamente.

Somali / Soomaali

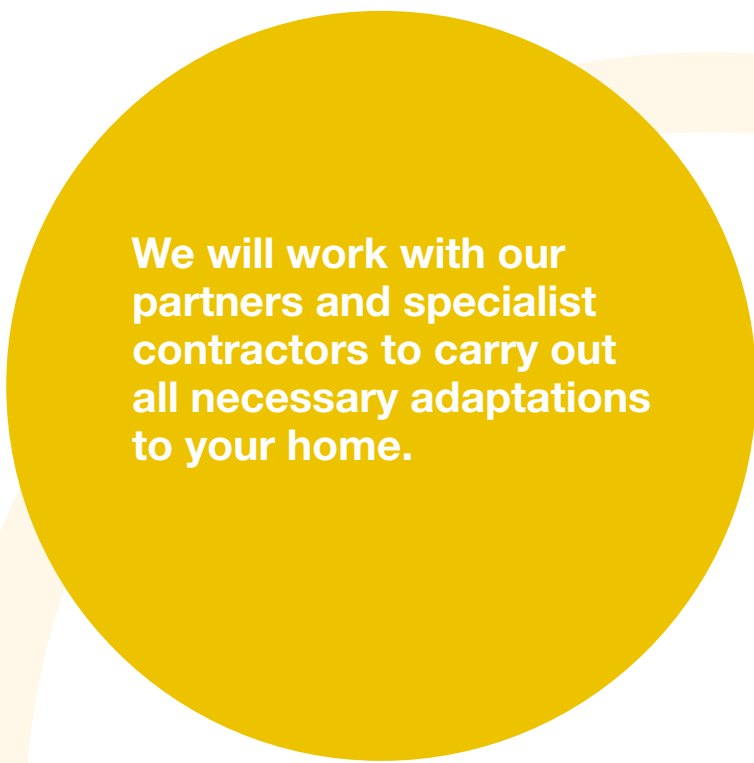
Haddii aad ku rabto xaashaddan af-kaaga hooy, far waaweyn ama far Indhoole, markaasi fadlan la xidhiidhid Xafiiska Guriyeynta Xaafadda, kuwaas oo sidan lacag-la'aan kuugu samayn karaya.

Tigrinya / ትግርኛ

ነዚ ጽሑፍዚ ብቋንቋኻ ብዓብይ ጽሑፍ ወይ ብብረይል (ናይ ዓይነት-ራን ጽሑፍ) እንተደለኻ፣ ነቲ ናይ ኣካባቢኻ ናይ ኣባይቲ ቤት-ጽሕፈት ደውለሎም፣ ነዚ ብነጻ ክገብሩልኻ ኢዮም።

Urdu / اردو

اگر آپ کو تحریر آپ کی اپنی زبان میں، بڑے پرنٹ پر یا بریل میں درکار ہو تو براہ کرم اپنے نمبر بڈ ہاؤسنگ آفسر سے رابطہ کریں، وہ آپ کے لیے یہ کام مفت کر سکتا ہے۔



We will work with our partners and specialist contractors to carry out all necessary adaptations to your home.

When we contact you, we will:

- respond to all enquiries politely, fairly and consistently;
- respect the privacy of our customers and treat all enquiries in a confidential manner;
- provide translation and interpretation services as and when necessary;
- always show official identification if we visit you;
- visit you at home if you ask us to.

What can I expect?

We can provide both minor and major adaptations. Some examples of minor adaptations are:

- lever taps
- grab rails
- external and internal handrails
- relocation of sockets.

When providing minor adaptations, we will complete your adaptation within 7 working days of you reporting it to us.

However, some minor adaptations may take longer than 7 working days to complete: for example, external metal handrails and door entry systems. These adaptations will be completed within 28 working days.



Some examples of major adaptations are:

- external ramps to properties
- through floor lifts, stair lifts and platform lifts
- bathing facilities such as wet floor showers and specialist baths
- provision of additional space such as permanent or portable extensions.

You will need an assessment by an Occupational Therapist who will, if appropriate, recommend the adaptation. This is because any adaptation to your home will need to suit your individual needs.

We will:

- complete all minor adaptations within either 7 or 28 working days of customers reporting them to us;
- tell you in writing within 5 working days that a recommendation for major adaptation works has been received from the Occupational Therapist;
- tell you our decision on major adaptation work within 25 working days of receipt from the Occupational Therapist. Where the work is not possible or appropriate, we will explain and confirm the reasons in writing and explore other housing options;
- make sure work is carried out safely and that your home is left clean and tidy at the end of each day.

We will complete all major adaptations work, dependant on priority, within set timescales from receipt of the Occupational Therapist's recommendations

Priority High	74 Calendar days
Priority Medium	127 Calendar days
Priority Low	220 Calendar days

For all major adaptations, this will include:

- a visit to your home to discuss layouts and plan the work. During our visit we will clarify what work is involved and discuss your options, including finishes such as tiles and floor coverings.
- confirming the name of the contractor and the planned start date for the work with you;
- giving you an information pack about the adaptation which will include a customer satisfaction survey.

On completion of the works

We will:

- explain how to use any adaptations and leave appropriate information with you about the adaptation;
- repair or replace any faulty work or equipment within 5 working days;
- ask you to complete a customer satisfaction survey.

Adaptations as part of Decency works to improve homes

We will endeavour to carry out adaptations as part of general improvements being carried out to bring homes up to the Government's Decency standard.

How are we doing?

We will measure our performance and report the results on a quarterly basis to the relevant customer sounding board.

What to do if things go wrong

If your experience of our service does not match the standards that we have set, or you feel we could improve on the service we provide, please contact us and let us know. If you wish to make a formal complaint to us please see our [Comments, Compliments and Complaints leaflet](#) for more details.



If you wish to contact us, please do so by visiting us at:

Aireborough One Stop Centre

Micklefield House, New Road Side, Rawdon LS19 6DF

Armley One Stop Centre, 2 Stocks Hill, Armley, Leeds LS12 1UQ

Bramley Neighbourhood Housing Office, 202 Town Street,
Bramley, Leeds LS13 2EP

Horsforth Neighbourhood Housing Office, The Green,
Town Street, Leeds LS18 5JB

Kirkstall Neighbourhood Housing Office, 45 Kirkstall Lane,
Kirkstall, Leeds LS5 3BE

Little London Neighbourhood Housing Office, Oatland Drive,
Little London, Leeds LS7 1SH

Otley One Stop Centre, 8 Boroughgate, Otley, Leeds LS21 3AL

Pudsey One Stop Centre, Town Hall, Robin Lane, Leeds LS28 7BL

Wortley Neighbourhood Housing Office, 36 Heights Drive,
Armley, Leeds LS12 3SU



Call us on: 0800 915 1113*
or Minicom: 0845 127 1113

*standard charges apply when calling from a mobile



Email us on:

wnwhl.enquiries@wnwhl.org.uk

www.wnwhl.org.uk



Visit us at:

Neighbourhood Housing
Offices or One Stop Centres



Write to us at:

Westfield Chambers, Lower
Wortley Road, Leeds LS12 4PX



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