AIDS AND ADAPTATIONS – A GUIDE FOR ORBIT RESIDENTS
What is an aid or an adaptation?

Aids and adaptations can be provided to homes for residents with disabilities or specific needs to make sure they can use their home comfortably and to assist them to maintain an independent lifestyle. Below are details about the types of adaptations and how you can apply for them.

If you are a leaseholder or shared owner, you can apply to your local authority for assistance, as Orbit does not carry out adaptations to your home. We will only adapt shared areas in line with the requirements of the Disability Discrimination Act.

**Minor adaptations**
If your request for an adaptation within your property costs under £1,000, it is considered a ‘minor’ adaptation and will be carried out without delay. A ‘minor’ adaptation does not require approval. Therefore, your needs do not have to be assessed by an Occupational Therapist.

**Minor adaptations** could include:

- Hand rails
- Grab rails
- Lever taps
- Kitchen cupboard handles
- WC lever flush handles
- Door/wall protectors
- Internal door threshold ramps
- Simple ramps (to main entrance).

Orbit does not provide portable equipment such as commodes, bath seats, walking frames etc., nor anything fitted to your personal possessions e.g. bed rails, chair seat raisers. Such items can be supplied by Social Services.

If you require a ‘minor’ aid or adaptation, please telephone the Customer Service Centre on 0800 678 1221 (South) who will order the work for you, to be carried out by an Orbit contractor. In addition, your local Housing Team will contact you to talk about your housing situation to see if Orbit can help you in any other way.

**Major adaptations**
If your request for an adaptation within your property is more substantial, and is likely to cost more that £1,000, it is considered a ‘major’ adaptation.

**Major adaptations** could include:

- Stair lifts
- Ceiling hoists
- Internal lifts
- Level access showers, wet rooms.

These are examples only, and you may contact us if you have a query.

If you are requesting a ‘major’ aid or adaptation, please telephone the Customer Service Centre on 0800 678 1221

A message will be sent to your local Housing Team, to arrange a visit with you to discuss the request or other housing options. It is not always possible to adapt homes to meet the
short or longer-term needs of residents. The Housing Team may also require technical advice from your local Area Surveyor.

Before major adaptations are agreed, Orbit requires an assessment of your specific needs by an Occupational Therapist. Your Housing Officer will provide you with details of the appropriate department at your local council, whom you must contact to arrange for an assessment. Please note there is usually a waiting list for assessment; Orbit has no influence as to how quickly you will be assessed.

Please ask your Occupational Therapist to send a copy of their assessment to:

Aids and Adaptations
Orbit South
Unit 2, Station Parade
Ore Valley Road
Hastings
TN34 3FH

Or
Aids&Adaptations@orbit.org.uk

Following assessment, adaptations which identify required works
- between £1,000 and £2,500 will be ordered and delivered within 2 months of the date of the order (please note this does not include time needed to specify the works and obtain quotations)
- between £2,500 and £5,000 will be funded by Orbit and added to our waiting list; these works will be delivered by the Investment team as planned projects within 12 months of the date of receipt of the Occupational Therapist’s report
- in excess of £5000 will require an application for a Disabled Facilities Grant.

What is a Disabled Facilities Grant (DFG) and how does it work?

The Disabled Facilities Grant (DFG) is a government programme that helps fund the adaptations to assist people with disabilities to live as comfortably and independently as possible in their homes. The grant is subject to means testing, and applications for this funding are made to the local authority where the applicant lives. Orbit can assist you to make the application for a DFG.

If the DFG is granted, the local authority will arrange the work; Orbit will only be required to give consent for the property to be adapted.

Please note, depending on the outcome of the means test, you may be required to make a financial contribution to the cost of the works.

What if my Disabled Facilities Grant application is rejected?

Orbit will then consider funding the required adaptation. If agreed, the project will be added to Orbit’s waiting list, and delivered within 12 months of the agreement.

Can I arrange and pay for the works myself?

You must apply in writing to Orbit for approval to carry out the works, under the Right to Improve procedure. You must agree to the conditions Orbit sets out, and not proceed with the works until Orbit has provided written approval. You are advised to seek an assessment from an Occupational Therapist in advance, so that the adaptation fully meets your needs.
For more information, please contact our Customer Service Centre on 0800 678 1221

Your local Housing Office is ...............................................................................................................................

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Your local authority contact is ............................................................................................................................

Based at ............................................................................................................................................................... 

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Telephone number ..................................................................................................................................................


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Or email us at info@orbit.co.uk