

REPAIRS & ADAPTATIONS SERVICE
(incorporating the HOME IMPROVEMENT AGENCY)

CUSTOMER SERVICE STANDARDS

PROVISION OF ADAPTATIONS

New cases to be held on waiting list no longer than 10 weeks. Urgent cases will not be placed on the waiting list.

Cases to be referred to consultant OT within 6 weeks of receiving a completed financial questionnaire from applicant.

Funding for adaptation to be approved within 13 weeks from receipt of a valid application (or consent from Housing in the case of council dwellings)

ESSENTIAL REPAIRS TO THE HOME (HandypersonPlus Type 2)

Funding to be approved within 8 weeks of applicant's agreement to proposed scheme

EMERGENCY REPAIRS TO ESSENTIAL DISABLED EQUIPMENT
(HandypersonPlus Type 1)

Work to be completed 7 working days after service request.

HANDYPERSON SERVICE

Work to be completed 3 weeks after service request.