



# Adaptations

Rugby Borough Council understands that life circumstances change and we are committed to helping council tenants remain in their own home wherever possible by carrying out both minor and major adaptations.

If you, or someone you live with, find it difficult to get around your home, you may need to have physical alterations made to your home to help you. They can range from simple things like grab rails to more major alterations such as a stair lift, level-access showers and ramps.

We have an annual budget specifically set aside for providing adaptations to rented council properties and will assist in guiding you through the adaptations process, including the options available and the likely timescale for completion of any works.

We will install minor adaptations (grab rails, second stair rails and half steps) without the need to involve an Occupational Therapist, where there is a clear and pressing need for such work. We aim to install all minor adaptations within 7 working days.

If major adaptations (stairlifts, level access showers, etc.) are requested then we will assist you in arranging for a qualified Occupational Therapist to visit and will act on their recommendations. We aim to install major adaptations within 6 weeks, though this is dependant on the work required.

We will also work closely with our modernisation contractors (delivering the Council's Decent Homes programme) to identify opportunities to proactively complete adaptations where the need for such can

be clearly identified and is supported, where appropriate, by the advice of a qualified Occupational Therapist.

We will maintain a comprehensive register of properties adapted for a person or persons with a disability so we can make every effort to allocate a vacant property with disabled facilities or adaptations to a tenant or applicant who can fully benefit from those features.

We will not carry out major adaptation works where the property is substantially under-occupied, after alternative accommodation has been refused.

We also reserve the right to refuse consent for major adaptation work to a property where the household could reasonably transfer to more suitable accommodation provided by us or a partner housing association.

### **Further information**

For more details about adaptations please contact the Customer Service Centre on (01788) 533533 or email: [housingservices@rugby.gov.uk](mailto:housingservices@rugby.gov.uk) Alternatively you could contact Warwickshire County Council Occupational Therapists on (01926) 410410

**[www.rugby.gov.uk](http://www.rugby.gov.uk)**

**Rugby Borough Council's  
Customer Services Centre is located in the  
Town Hall Reception**

The Customer Services Centre has ramped access, automatic doors and induction loops. There is reserved parking available for people with disabilities.

Rugby Borough Council  
Town Hall, Evreux Way  
Rugby, CV21 2LG  
Tel. (01788) 533533

H40/V1/01.09

This document may also be available in other languages, large print, Braille and audio format upon request:

### Arabic - العربية

هذه الوثيقة متاحة أيضا بلغات أخرى والأحرف الطباعية الكبيرة وبطريقة برايل للمكفوفين وبصيغة سمعية عند الطلب

### Gujurati - ગુજરાતી

આ દસ્તાવેજ વિનંતી કરવાથી બીજી ભાષાઓ, મોટા છાપેલા અક્ષરો અથવા ઓડિઓ રચનામાં પણ મળી રહેશે.

### Hindi - हिन्दी

अनुरोध पर यह दस्तावेज़ अन्य भाषाओं में, बड़े अक्षरों की छपाई, ब्रेल और सुनने वाले माध्यम पर भी उपलब्ध है।

### Mandarin - 中文 (简体字)

本文件也可应要求，制作成其它语文或特大字体版本，也可制作成录音带。

### Polish - polski

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku, w alfabecie Braille'a lub w formie audio.

### Punjabi - ਪੰਜਾਬੀ

ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ, ਬਰੇਲੀਲ ਅਤੇ ਆਡੀਓ ਟੇਪ 'ਤੇ ਰਿਕਾਰਡ ਹੋਈਆ ਵੀ ਮੰਗ ਕੇ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

### Portuguese - Português

Mediante solicitação, este documento encontra-se também disponível noutras línguas, num formato de impressão maior, em Braille e em áudio.

### Urdu - اردو

درخواست پر یہ دستاویز دیگر زبانوں میں، بڑے حروف کی چھپائی، بریل اور سننے والے ذرائع پر بھی میسر ہے۔

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