

Contacting us

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woodchurchhousing@wphomes.org.uk

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housingrepairs@wphomes.org.uk

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Alternative language

إذا لم تكن اللغة الإنجليزية لغتك الأولى وتحتاج إلى المساعدة في ترجمة هذا المستند أو كنت تطلبه بتنسيق مختلف، أو بحروف طباعة كبيرة، أو صوتيًا أو بطريقة برايل، فيرجى الاتصال هاتفياً بالرقم 0151 606 3000.

ইংরেজি যদি আপনার মাতৃভাষা না হয় এবং এই ডকুমেন্ট অনুবাদের জন্য আপনার সাহায্য প্রয়োজন হয় অথবা এটিকে আপনি অন্য কোনো ফরম্যাটে, বড় হরফের ছাপায়, অডিও বা ব্রইলে পেতে চান, তাহলে অনুগ্রহ করে 0151 606 3000 নম্বরে যোগাযোগ করুন।

如果英語不是您的第一語言，而您需要這份文件翻譯版的協助，或您需要不同的格式，大字體印刷版、錄音版或盲人點字版，請撥電話 0151 606 3000 洽詢。

यदि अंग्रेजी आपकी प्रथम भाषा नहीं है और आपको इस दस्तावेज के भाषांतरण में मदद चाहिए या आपको यह किसी अन्य फॉर्मेट में, बड़े अक्षरों में, श्रव्य रूप में या ब्रेल में चाहिए, तो कृपया इस नंबर पर फोन कीजिए: 0151 606 3000.

Jeśli język angielski nie jest dla Państwa językiem ojczystym i potrzebują Państwo pomocy z przetłumaczeniem tego dokumentu, albo też chcą otrzymać go w innym formacie, większą czcionką, w wersji audio lub napisany językiem Braille'a, prosimy o kontakt pod numerem telefonu 0151 606 3000.

ਜੇ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਮੁੱਖ ਭਾਸ਼ਾ ਨਹੀਂ ਹੈ ਅਤੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਅਨੁਵਾਦ ਕਰਵਾਉਣ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਜਾਂ ਤੁਸੀਂ ਇਸਨੂੰ ਕਿਸੇ ਵੱਖਰੇ ਰੂਪ/ਫਾਰਮੈਟ, ਵੱਡੇ ਅੱਖਰਾਂ, ਆਡੀਓ ਜਾਂ ਬ੍ਰੇਲ ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0151 606 3000 'ਤੇ ਫੋਨ ਕਰੋ।

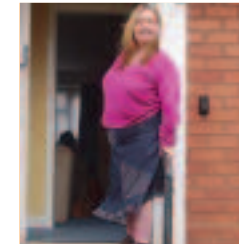
Haddii Ingiriiska uusan ahayn luqaddaada koowaad iyo aad uu baahan tahay in lagugu caawiyo turjubaanka dokumentigaan ama aad ku rabto qaab kale, Daabacad Far Waa-weyn, dhegaysi ama farta indhoolaha Braille fadlan soo wac 0151 606 3000.

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو اس دستاویز کے ترجمے میں مدد کی ضرورت ہے یا آپ کو یہ کسی دوسری شکل جیسے چھاپے کے بڑے حروف، آڈیو یا بریل میں چاہیے تو مہربانی فرما کر 0151 606 3000 پر ٹیلیفون کریں۔

Accessible Homes



WPH



Accessible Homes



What is the service?

We offer a range of services to help you live as independently as possible. We aim to help disabled and older tenants stay in their homes and communities for as long as possible.



The adaptations we provide may include things like grab rails, ramps, stair lifts, showers and other items that may help you to live independently. We may also talk to you about finding you a more suitable place to live, if necessary.



We promise you a high-quality service, telling you about the options available and making the best use of our resources. At all times we will encourage you to give your views and get involved.



How long will I wait?

For minor adaptations (costing less than £600) such as grab rails, an assessment may not be necessary.

- ✓ We aim to provide and fit the equipment for you within 10 days of agreeing your request.

For major adaptations (costing £600 or more) such as showers or stair lifts, an occupational therapist or other specialist will need to make an assessment.

- ✓ This will be arranged through Wirral Council. We will tell you whether you can have the adaptation within 10 days of us receiving the specialist's written recommendation.
- ✓ We will provide a detailed account of proposals to meet your needs within 28 days of this. If approved, you will be placed on the WPH adaptations waiting list.

The waiting time varies, but is usually up to 12 months.

If we think you should consider moving to different accommodation, your housing officer or support officer will discuss it with you.

Will I be charged for my adaptation?

No, but if a lift is installed we will ask you to pay a small service charge so we can maintain the lift and replace it in the future, if necessary. You will not need to join the waiting list again if a replacement is needed.

If you get housing benefit, you will not have to pay this service charge.

How do I apply for an adaptation?

You can do this over the phone or in person.

Contact your WPH housing office - contact numbers are in this leaflet or contact WPH Supported Housing Team on 0151 606 3000.

The style of this leaflet is different from our other leaflets to meet the diverse needs of our customers.