

Repairs and Adaptations Service / Home Improvement Agency

Activity / service request	Standard
Complete Disabled Facilities Grant (DFG) application forms, means-test and refer customer to consultant Occupational Therapist	We will do this within 6 weeks of receiving the Occupational Therapist's referral.
Surveyors first visit	A surveyor will make their first visit within 3 weeks of the job being allocated.
Approval of funding for adaptations	Approval can be made within 13 weeks of receiving the Occupational Therapist's referral. (This excludes design time and time spent obtaining estimates.)
Approval of funding for non-emergency HandypersonPlus repairs	Approval can be made within 8 weeks of the grant application being received.
Issuing instruction to contractor for emergency HandypersonPlus repairs	Instruction will be issued to contractor less than 7 hours after the request for service being received.
Issuing instruction to contractor for basic Handyperson service	Instruction will be issued to contractor on the same day or the next working day after request for service is received.