



Delivering housing solutions for older people and people with disabilities

A guide to our service

homesolutions

www.cornwall.gov.uk



Our offer

- Assistance to apply for a Disabled Facilities Grant (DFG) to adapt your home
- Support with relocation and assistance to apply for a Relocation Support Grant (RSG) to help fund removal expenses, legal fees and other costs.
- Design an accessible housing scheme which includes: a survey, plans and a schedule of the work.
- Apply for Planning and Building Regulations approval on your behalf and appoint a local builder.
- Monitor work on site and resolve any disputes with your contractor.
- Inspect to ensure that the work is completed to your satisfaction and arrange payment of grant to the builder.
- Assign a Keyworker who you can contact to discuss progress or any issues or concerns you may have.



What work is eligible for a DFG?

The following are examples of work eligible for DFG funding:

- improve access to dwellings e.g. widen doors and install ramps
- improve access to rooms and facilities - e.g. stairlifts
- provide level access showers
- wheelchair access work
- adapt heating or lighting controls to make them easier to use



Will I have to pay anything?

Adaptations for adults are means tested which means that you may need to contribute towards the cost of the work depending on your income and savings.

Adaptations for children are not means tested. In other words a parent's income and/or savings are not taken into account when assessing an application.

If a scheme costs more than the maximum grant of £30,000 then you will need to make a contribution.

What if something goes wrong after the work is finished?

If there is a problem or fault within 12 months of completion of work and the fault was due to the builder's negligence or poor quality of workmanship and/or materials we will ask the builder to remedy the fault.

In some cases we will issue a building contract which states the builder is responsible for any faults in the work arising from poor quality materials or poor quality workmanship which appear within 12 months of practical completion of the work. We will provide you with a copy of the building contract.

You may pursue the contractor for latent defects arising after this time in a claim for breach of contract up to six years after practical completion of the works.

Am I responsible for maintaining equipment such as stairlifts and step lifts?

All lifts are provided with a 12 month manufacturer's warranty. In most cases the manufacturer's warranty will cover the cost of an annual service, engineer call outs and the cost of any parts covered by the warranty. Please check your warranty

to ensure you know what is covered in terms of servicing, call outs and parts.

Once the manufacturer's warranty has expired it will be your responsibility to ensure that the lift is regularly serviced and to make arrangements to deal with emergency breakdowns and repairs.

Preventative maintenance will help to keep your lift in optimum condition, leading to fewer breakdowns and a more reliable lift.

Cornwall Home Solutions (CHS) recommends you take out a service contract/agreement with a reputable stairlift company/installer. Many companies now offer a range of service contracts/agreements and can advise of what's best for you depending on the type of equipment you have and its use.

Can I have an alternative project to the one agreed?

You can explore alternative options but Cornwall Home Solutions must be satisfied the work meets the purpose for which the DFG was approved before payment is made. All alternative schemes must be approved otherwise you may be left responsible for the cost of the work. We can offer you our fee paying service for alternative schemes; see section below, 'What if work is not funded by a DFG?'

What if the proposed work costs more than £30,000?

CHS may be able to assist you with applications for charitable funding but this is generally for small amounts and will not make up a significant shortfall. There may be the option to apply for a loan from the council; you should discuss this option with the OT.

If you are a tenant of a Registered Provider such as Ocean, DCHA or Coastline they have to give permission for the work. They may be able to contribute when the



cost is in excess of the maximum grant. CHS will help make the case by providing plans and costs to your landlord.

There is also the option of financing the work yourself and we can help in this respect by signposting to independent financial advice services.

What if I'm not eligible for a DFG?

CHS offer a private design service for adaptation and access work not eligible for funding under a DFG. The fee for this service depends on the value and size of the project undertaken. CHS offers assistance with a building project from feasibility through to the completion of the work. This includes the provision of plans, application for planning permission, requesting quotes, instructing a builder and ensuring work is completed satisfactorily before signing off.

How long will an adaptation take?

Everyone's home and circumstances are different and we do everything we can to complete the adaptation as soon as possible. The time you can expect from the OTs recommendation until completion of the work depends on your personal circumstances, the complexity of the work and funding. Below are typical timeframes for the different types of work.

Straight stair lift – 3 weeks*

Curved stair lift – 8 weeks*

Modular ramping – 6 weeks

Through floor lifts – up to 10 weeks*

Installation of modular ramping – 4 weeks

Straight forward bathroom adaptation – 20 weeks

Extension to the property – 50 weeks

* these times may increase if additional work is required for example moving of handrails, replacing doors, removal of asbestos, structural work etc.

You can contact the Home Solutions Team on **01872 224707**

Email: **adaptations@cornwall.gov.uk**

Visit the website: **<http://www.cornwall.gov.uk/housing/private-sector-housing/home-solutions/>**

If you would like this information in another format or language please contact:
Cornwall Council

County Hall, Treyew Road, Truro TR1 3AY

Telephone: 0300 1234 100

Email: enquiries@cornwall.gov.uk

www.cornwall.gov.uk

