

What if somebody in my household has a mobility problem or is disabled ?

January 2008

Leaflet No.2



Homeselect

Great Yarmouth & Waveney
Lettings Partnership



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What do we mean by disabled?

Being disabled doesn't necessarily mean having to use a wheelchair, for example you may no longer be able to climb stairs, get in and out of your property or get into the bath.



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Do I need to move?

It is possible that we can help you to adapt your current home to meet your needs. However, we will need an assessment to be carried out by an occupational therapist, in order to tell us what works are needed. The Council will then need to decide whether the work is feasible.

If you are a homeowner, private tenant, council tenant or housing association tenant, please contact:

Waveney Residents: Suffolk Social Care Services, Enhanced Customer First (ECF), PO Box 771, Needham Market, Ipswich, Suffolk IP6 8WB, Tel:08456 023023

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Residents of Great Yarmouth: Norfolk County Council Social Services, Reception and Referral Team at Nelson House, South Quay, Great Yarmouth on 01493 850317 or freephone 0844 800 8014.

If adaptations are not feasible, how do I look for a home with Homeselect which meets my needs?

- You should indicate on the Homeselect application form that somebody in your household has a disability or mobility difficulty which makes your current housing unsuitable.
- This may mean we will need to ask for further medical details, or request an occupational therapist to visit you. This will ensure we are fully aware of your needs.

When properties are advertised, we provide details of any special features, for example a 'level access' shower or a stairlift.

- Where properties have already been adapted for accessibility is mentioned in the advert, with a letter symbol either 'A', 'B' or 'C' indicating the property's accessibility.
- The occupational therapists' report will advise on the property's accessibility when receiving this report. The guidance below will allow you to identify properties that meet your needs.

How the symbols work

On the left, we list different kinds of mobility problems. To the right, we list a list of symbols and a description of the property. You should look for this symbol when you are looking at a property.

Mobility Problems

- A** My legs are unable to support my weight and I need to use a wheelchair indoors & outdoors.
- B** I use a wheelchair outdoors but am able to walk indoors to a limited extent. I can't climb steps and stairs.
- C** I walk with difficulty. I can't climb steps and stairs.
- D** I walk with difficulty but can manage one or two shallow steps.
- E** I need a toilet both upstairs and downstairs.

or could be adapted, we will clearly identify them
, 'C', 'D' or 'E'. These give you a guide to the

you which letter symbol to look for, prior to
assist you.

These are matched on the right with the letter symbol
symbol in the property advertisements.

Property Description

- A** Standard wheelchair access into and within the property to all essential rooms.
- B** Standard wheelchair access to the property (not necessarily throughout).
- C** Level access throughout the property, but there may be shallow thresholds.
- D** Property with no stairs but it could have one or two shallow steps into or inside the property.
- E** Property with wc upstairs and down.

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How will Homeselect ensure that specially adapted properties go to people who need them?

- Where a property has special features, we will explain in the advert that preference we be given to people with a disability or with mobility problems.
- If you are successful in bidding for a property, you will be able to view it before making a final decision to accept the tenancy.

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Any further questions?

If you have any further queries, you can ring Homeselect on 01493 846140 to speak to a member of the Homeselect team or log on to our website at www.homeselect.org.uk

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Useful numbers

Norfolk County Council Social Services

Reception and Referral - (01493) 850317, or
Freephone - 0844 800 8014

Suffolk Social Care Services

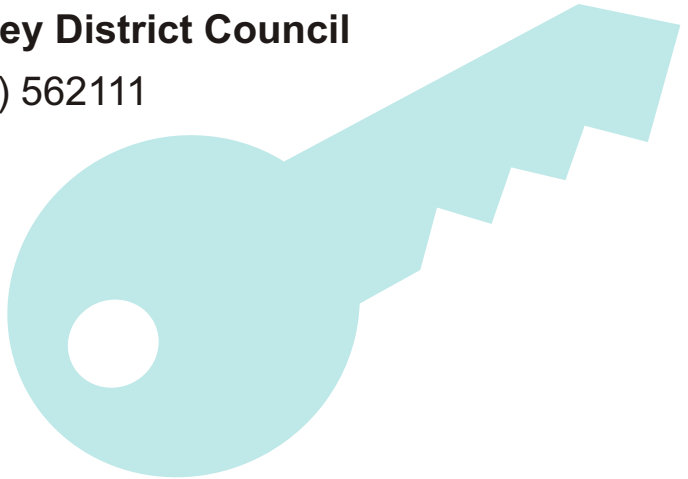
Enhanced Customer First (ECF) -
(08456) 023023

Great Yarmouth Borough Council

Renewal Services - (01493) 846371
Safe at Home - (01493) 846190

Waveney District Council

(01502) 562111



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**If you or anyone
in your
household has a
disability and you
consider that
your current
housing is
unsuitable, then
this leaflet is
aimed at you.**



**This booklet is available
in larger print
- ring 01493 846140**