



your home

Improving your home

And your independence

Available in large print, Braille and on CD

Built-in independence

As we improve and upgrade tenants' homes in coming months and years, it's a good time to build in any equipment or adaptations that would make it easier for you to live more independently in your home.

This leaflet outlines some of the free services on offer. If you, or someone you care for, could use these services to live more independently, there is help available.

Equipment and adaptations for your home

- **Getting into the bath**
Shower seats, electric bath lifts, over-the-bath showers and level access showers are available.
- **Climbing the stairs**
Extra stair rails, grab rails, stair lifts or even a through-floor lift might be useful.
- **Getting into or out of your home**
Ramps, half steps and grab rails can be fitted to make it easier.
- **Visual or hearing impairment**
There's a huge range of devices for people with hearing or visual impairments – like Vibrating alarm clocks, flashing light doorbells and talking watches.

These are just some of the things on offer. If you need help, you can talk it over with one of our assessors.

Contact

Specially trained assessors from our partners Manchester Equipment & Adaptations Partnership will be happy to assess your needs and give you more detail about the best solutions for you.

If you would like an assessment ahead of any home improvement work please call straight away:

**Manchester Contact Centre:
0161 255 8250**

**Textphone:
0161 272 8770**

The standards and service you can expect

Our partners – the Manchester Equipment and Adaptations Partnership (**MEAP**) – will assess your needs within four weeks of your request.

Some assessments take more than one visit. Within ten days of the last visit **MEAP** will tell you what plans there are for your home.

We will finish any work we agree to do on your home within 60 working days. But it may take longer if things like building extensions or internal redesigns need planning permission.

We will treat you and your home with respect and fully involve you in decisions about adaptations to your home.

We will leave your home clean and tidy. If our work takes more than one day we will make sure you get all essential services at the end of each day.

MEAP will support you with any additional visits you need and will show you how to use any equipment.

Extra services for customers with reduced hearing or vision

To get this leaflet in Braille, large print or on CD:

Call: 03000 123 123 **E-mail:** info@northwardshousing.co.uk

Fax: 03000 124 123 **Text phone:** 0161 274 0899

Nëse këtë dokument e doni të përkthyer, ju lutemi telefononi numrin më poshtë, ky dokument gjendet edhe në gjuhën braille, në format me germa të mëdha ose në CD.

Albanian

ان كنت تريد ترجمة هذه الوثيقة، يرجى الاتصال بالرقم المذكور أدناه. تتوفر هذه الوثيقة أيضاً بطريقة برايل للمكفوفين وبالحروف الطباعية الكبيرة أو على قرص مدمج – سي دي.

Arabic

如果您想要一份中文译本，请打下列电话。
这文件也有盲文版、大字体版和 CD 光盘各索。

Chinese

Přejete-li si překlad tohoto dokumentu zavolejte prosím na níže uvedené číslo. Tento dokument je také k dispozici ve slepeckém písmu, ve velkém formátu nebo na CD.

Czech

Si vous désirez une traduction de ce document, appelez le numéro ci-dessous. Ce document est également disponible en braille, en gros caractères ou sur CD.

French

نه گه ر پښت خوښه ته رجومه ي. نه م به لگه نامه به وه رگريت، تکايه په يوه ندي بکه به نه و ژماره ي خواره وه. نه م به لگه به هر وه ها به شوازي نوسراوي کوزران، به چاپي گه زره و يان له سه ر سي دي هه په.

Kurdish

Se deseja obter este documento traduzido, por favor contacte o número abaixo, este documento também está disponível em Braille, impressão grande ou CD.

Portuguese

Haddii aad rabto in dukumeentigan lagu turjumo fadlan soo wac lambarka hoose, waxaa dukumeentigan weliba lagu heli karaa farta Braille ee dadka indhaha la', far waaweyn ama cajal (CD).

Somali

اگر آپ اس دستاویز کا ترجمہ چاہتے ہیں تو براہ کرم نیچے دئے گئے نمبر پر کال کریں، یہ دستاویز بریل، بڑی چھپائی یا سی ڈی کی شکل میں بھی دستیاب ہے۔

Urdu

03000 123 123