

# Home Adaptation Key Stages

Council tenants



Housing  
Management



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

# What you can expect as the adaptation process progresses

## 1. First contact

- ⦿ Adult Social Care will provide appropriate advice and a suitable response to your request for adaptations support, or to any referral made on your behalf.
- ⦿ If applicable, they will make a referral to the Occupational Therapy Complex team for the adaptation.

## 2. Assessment

- ⦿ Assessment of your needs will be carried out by Occupational Therapists, leading to the provision of equipment and/or a referral for major adaptation assessment and a formal recommendation.
- ⦿ You will be asked to formally consent to the proposed adaptation recommendation.
- ⦿ The Housing OT assessment will set out the details of the proposed adaptation.



### 3. Completion of the adaptation application

- ◉ We will confirm your eligibility for any major adaptation application – this is dependent on tenure.
- ◉ A surveyor will be allocated to your case to arrange an appointment to either visit your property, or to complete a remote technical assessment.
- ◉ Property Consents will be sought, if applicable, in connection with asbestos removal, Planning, Building Control, Licence to Alter etc.
- ◉ Plans and technical specifications for the proposed adaptation will be drawn up – these will require your formal consent.
- ◉ The adaptation works specification will be sent out to tender to obtain quotations.
- ◉ We will write to you to inform you of the tender details.

### 4. Approval

- ◉ The surveyor will complete the tender analysis and submit a full and complete request for funding to the Grant Officer.
- ◉ Works approval will be granted and the order placed with the contractor.

### 5. Carrying out the adaptation

- ◉ A pre-contract meeting will be booked with the surveyor and contractor at your property to go through the works programme.
- ◉ A 'start date' will be agreed by the contractor and the works progressed to completion.
- ◉ The building surveyor will carry out an inspection of the completed adaptation.
- ◉ A copy of the completion document and any warranty will be forwarded to the property owner.



## Contact details

- You will be kept informed of the adaptation progress but if you require any further information, please contact your Adaptation Caseworker on **020 8964 6141** or email **[HousingAdaptations@rbkc.gov.uk](mailto:HousingAdaptations@rbkc.gov.uk)**
- If you require this information in another language, please contact us using the details above.

