

aids and adaptations policy

The following document provides you with a brief summary of our Aids and Adaptations Policy Statement and sets out the level of service you can expect from believe housing.

By providing an aids and adaptations service, we are committed to doing everything reasonably possible to ensure tenants and other permanent members of the household are adequately housed and to enable them to live independently in their own homes for as long as possible. The following information clearly explains what you can expect from us; and what we can expect from you.

aids and adaptations

believe housing

- Provide a service that supports our tenants and other permanent members of the household to live independently in their home.
- Ensure that we make best use of our existing housing stock.
- Ensure tenants and other permanent members of the household are aware of all the options open to them when accessing the aids and adaptations service.
- Provide a decision-making process to deliver a cost effective and accessible aids and adaptations service.
- Where tenants wish to appeal against a decision not to proceed with adaptations ensure there is an appropriate appeals procedure in place.

customers

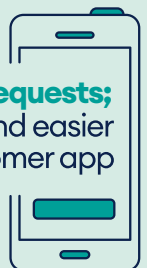
- Let us know if you are experiencing difficulties living in your home.
- Advise us of any maintenance requirements on aids and adaptations equipment that we have installed.



how to contact believe housing

- App: [click here to download](#)
- Call: **0300 1311 999**
- Email: hello@believehousing.co.uk
- Visit: www.believehousing.co.uk

repairs, rent and requests;
they're all quicker and easier
with our customer app



You can view our aids and adaptations policy on our website at: www.believehousing.co.uk/policies