



www.nshomes.co.uk

NEWARK AND SHERWOOD HOMES

Kelham Hall, Newark on Trent, Notts NG23 5QX
Email: housing@nshomes.co.uk

**GENERAL ENQUIRIES
LOCAL CALL RATE:
0845 258 5550**

**REPAIRS FREEPHONE:
0800 561 0010**

**EMERGENCIES
OUT OF HOURS FREEPHONE:
0800 561 0010**

**FAX:
01636 655514**

**MINICOM:
01636 655960**

HAWTONVILLE OFFICE
77c Eton Avenue,
Newark on Trent, NG24 4JH
Tel: (01636) 655503
Fax: (01636) 655504

OLLERTON OFFICE
Sycamore Road,
Ollerton NG22 9PS
Tel: (01623) 860740
Fax: (01623) 860729



Adaptation service



If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.



Prosimy skontaktować się z nami, jeśli chciał(a)by Pan(i) uzyskać ten dokument w innym języku lub formacie albo też potrzebuje Pan(i) skorzystać z usług tłumacza ustnego.

(Polish)

本文件可以翻译为另一语文版本，或制作成另一格式，如有此需要，或需要传译员的协助，请与我们联系。

(Mandarin)

Se gostaria de ter este documento noutra idioma ou formato, ou se necessita de um intérprete, contacte-nos.

(Portuguese)



Signing

The Big Word Translation Services

Audio Tape

For further information on Adaptations, please contact the Customer Access Team on 0845 258 5550.

"to deliver excellent Housing Services"

Do you have difficulty in getting in or around your Council property?

Perhaps you find it hard to get upstairs or use the bath or have difficulty with everyday tasks?

Whether it be due to illness, age or a disability then Newark and Sherwood Homes are able to help.



Working closely with the Department of Adult Social Care and Health at Nottinghamshire County Council we can adapt your Council property to help you live independently and help you or anyone caring for you manage daily activities more easily.

What Can Be Done To Help

We are able to undertake a wide variety of adaptation work from small items like installing grab rails, half steps, lever taps and handrails to more extensive work such as level access showers, access ramps, door alterations, stairlifts, hoists and in rare circumstances extensions.

How Do I Get Help?

For small jobs such as grab rails, stair handrails and half steps please contact Newark and Sherwood Homes direct on **0800 561 0010**.

For more major works it will be necessary for an Occupational Therapist to visit you and carry out an assessment of needs. To arrange this you should contact the Nottinghamshire County Council Customer Services Team on **08449 80 80 80**. If they decide that an adaptation would benefit you they will forward a request to Newark and Sherwood Homes to carry out the necessary work.

What Happens Next?

We aim to complete any small scale works within approximately one month of receiving the request. More extensive work will take longer, although jobs that entail improving access, such as ramps, stairlifts and hoists will be given special priority. For major works we will send a surveyor to measure the work so that drawings can be produced to pass to a contractor. In some cases Planning and Building regulations approvals may also be needed. Our surveyor will check any work carried out by our contractor and ensure you are happy and informed throughout the whole process.

Rehousing

Occasionally it may be impractical to adapt your property. In these cases we can advise you about moving to a more suitable property that has already been or can be adapted more easily to meet your needs.