

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

November 2003

Leaflet No.2



Homeselect
Great Yarmouth 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 and your property or get into the bath.

2

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:

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



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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 a mobility difficulty which make your current housing unsuitable.
- This may mean we will need to ask for further medical details, or request an occupational therapist to visit you, in order to 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 or could be adapted, we will clearly identify them in the advert, with a letter symbol either 'A', 'B', 'C', 'D' or 'E'. These give you a guide to the property's accessibility.
- The occupational therapists' report will advise you which letter symbol to look for.

How the symbols work

On the left, we list different kinds of mobility problems. These are matched on the right with the letter symbol and a description of the property. You should look for this symbol in the property advertisements.

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.

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 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

Great Yarmouth Borough Council

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



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



**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 846140**