

Solon Service Standard

Aids & Adaptations

Solon aims to deliver the highest standards of customer service. This page lists the service that all residents can expect. It also explains what Solon expects residents to do in order to help us meet these standards.

We will:

- Acknowledge requests for aids or adaptations within 5 working days
- Help you to get an assessment by the Social Services Occupational Therapy Team
- Approve or reject your application within 5 working days
- Keep you informed about your application
- Help you to access local authority grants for major adaptations
- Let you know when we plan to do the work by
- Inspect all adaptation work
- Involve you in deciding the best solution for you
- Tell you where else you could get help if we cannot provide an adaptation
- Pay for minor adaptations within our budget
- Carry out minor adaptations within 20 working days of approval
- If agreed in advance, make sure any equipment is serviced annually

We will:

- Work in partnership with specialist agencies to support your individual needs
- Our contractor will make an appointment for the work to be done
- If needed, support you to move to a home more suitable for your needs

You will:

- Let us know if your circumstances or your needs change
- Let us know if you have adaptations done by the local authority
- Make sure we have agreed to maintain any equipment before it is installed
- Help us improve the service by completing the satisfaction questionnaire

If you feel we have not done all of these things, please let us know