



IDS employs a Housing Welfare & Support Officer to provide welfare rights advice to tenants. Their duties include:

- Providing welfare rights advice on means-tested benefits including, Income Support, Housing & Council Tax Benefit, Job Seekers' Allowance.
- Providing welfare rights advice on non means-tested benefits including, Disability Living Allowance, Incapacity Benefit, Attendance Allowance, Child Benefit, Retirement Pensions, Maternity benefit.
- Providing advocacy for tenants in claiming welfare benefit.
- Visiting tenants, holding interviews at IDS offices and holding regular welfare advice surgeries on IDS' estates.
- Providing welfare training for housing management staff.
- Liaising with the Benefits' Agency, relevant local authorities and other statutory and voluntary bodies.
- Assessing welfare decorating applications.
- Recommending adaptations for the disabled.

## REDECORATING

→ Tenants interested in this scheme should contact the Housing Welfare and Support Officer on 020 8800 9606.

IDS runs a welfare decorating service for tenants who are unable to decorate for themselves for various reasons including age and disability. We employ a decorator who will decorate one room in each flat. We aim to carry out the work within 12 months of accepting applications.

To qualify tenants have to be in receipt of benefit and have insufficient savings to have the work carried out for themselves. If tenants are able to carry out the work themselves but cannot afford to buy materials we can provide a grant to cover these costs.

Tenants interested in this scheme should contact the Housing Welfare and Support Officer on 020 8800 9606.

## ADAPTATIONS

We can provide adaptations inside and outside the home to suit the needs of the elderly and people with a disability or mobility problem.

An adaptation is an alteration to your home that will enable you to live as independently as possible.

### MINOR ADAPTATIONS

A minor adaptation may be, for example, a grab rail to help you get in and out of the bath, a shower seat or an additional rail to help you to climb stairs. On receipt of an Occupational Therapist recommendation IDS will normally pay for and install minor adaptations.

### MAJOR ADAPTATIONS

→ You can get more information on adaptations by contacting the Housing & Support Officer on 020 8800 9606.

A major adaptation may be, for example, a level access shower, a ramp to your property and in some circumstances more major works.

To qualify for a major adaptation you will need a recommendation from an Occupational Therapist and IDS will assist you to make a claim for a grant to cover the cost of the adaptation to the local authority in which your property is situated.

This process can take up to nine months for the work to be completed.

It may not always be possible or practical to adapt a property to meet an individual's needs. If this is the case, we will explain to you the suitable alternatives. One option may be moving you to a property that is more suitable for your needs.