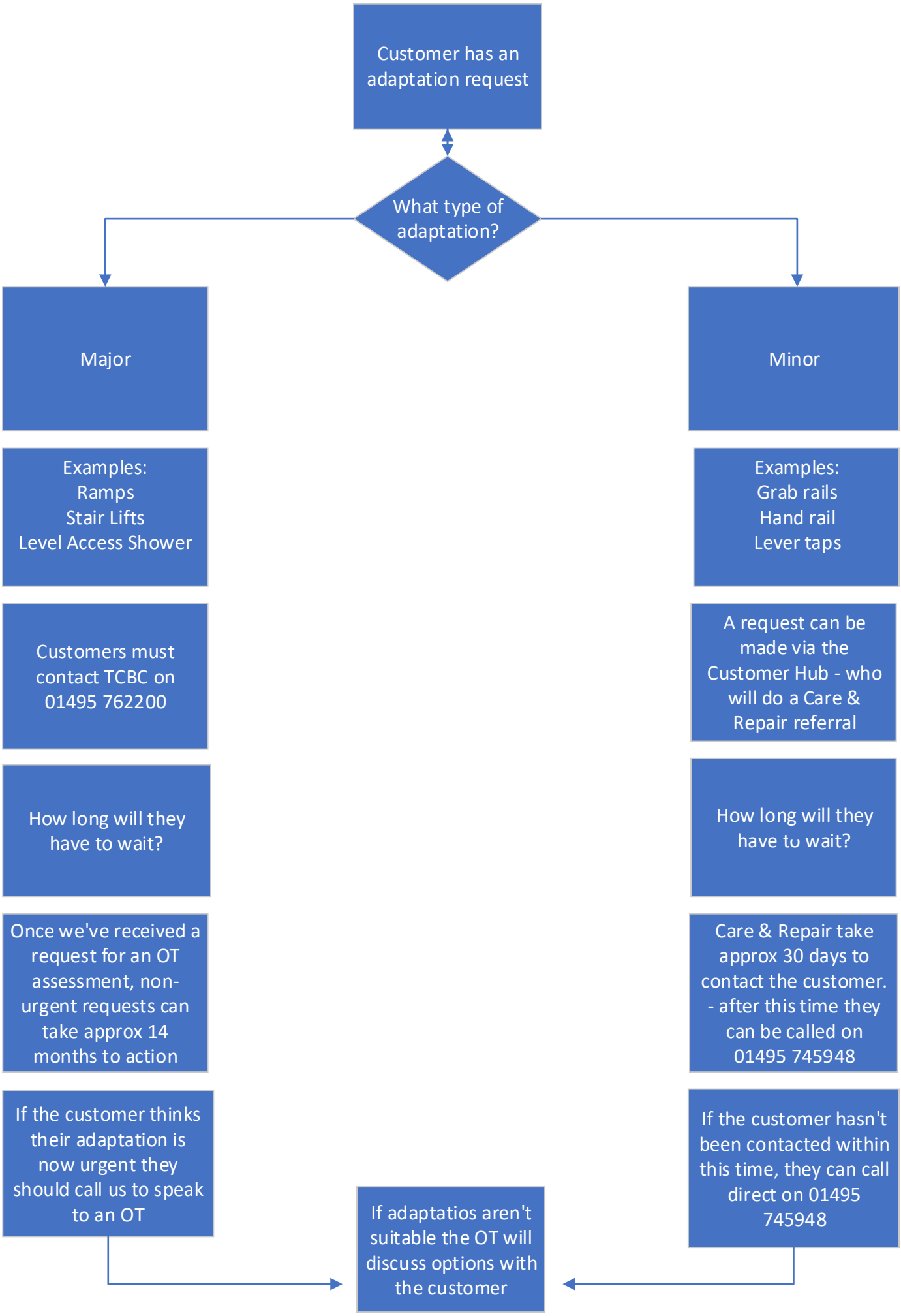
Customer has an adaptation request
What type of adaptation?
Major
Minor
Examples:
Ramps
Stair Lifts
Level Access Shower
Examples:
Grab rails
Hand rail
Lever taps
Customers must contact TCBC on 01495 762200
A request can be made via the Customer Hub - who will do a Care & Repair referral
How long will they have to wait?
How long will they have to wait?
Once we've received a request for an OT assessment, non-urgent requests can take approx 14 months to action
Care & Repair take approx 30 days to contact the customer. - after this time they can be called on 01495 745948
If the customer thinks their adaptation is now urgent they should call us to speak to an OT
If the customer hasn't been contacted within this time, they can call direct on 01495 745948
If adaptatios aren't suitable the OT will discuss options with the customer