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Joy Smith
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14th January 2010

Dear Joy,

Newry and Mourne Deaf Club – Follow Up to Minister’s Meeting on 11 December 09

As discussed in our phone conversation your e-mail to my colleague Lucinda McMurrin has been passed to me for reply on my return from leave. To answer the Minister’s queries, in my absence, Lucinda issued the transcript from the 11th December meeting with Newry Deaf Club to all registered Housing Associations. The Housing Associations were asked to respond to the following questions:

- What is your association’s policy in relation to requests for adaptations relating to a disability (in this case to accommodate the needs of a deaf person)?
- How does your association respond to requests for visible smoke alarms or ‘door bell flashes’?
- Does your association have a set timescale for responding to such requests? If so, what is it?
- How does your association perform against this target?

We have had responses from a number of Housing Associations and a broadly similar procedure is followed to progress aids and adaptations requests. The procedure is as follows;

1. An Occupational Therapist request, or in some cases a Social Worker request, is received by the Housing Association for the required work to be undertaken. This ensures that the work requested meets the tenant’s needs.
2. The Maintenance Officer inspects the dwelling and assesses the work to be done ensuring compliance with the Housing Association Guide.
3. A Works Order is completed for the work to be done and is issued to the appropriate contractor

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4. The Maintenance Officer will post inspect the work, with the Occupational Therapist / Social Worker if necessary, following notification of completion by the contractor ensuring it is completed within the timescale allowed and to a high quality standard.

Most Housing Associations indicated that their timescale for responding to requests from Occupational Therapists / Social Workers is around 4 – 6 weeks although one association had a timescale of 16 weeks for a priority adaptation and within 52 weeks for non urgent work. The Housing Associations indicated that they generally met these targets. Their answers ranged from 96% to 100% of completion within the timescale.

I hope you find these comments useful and please contact me if you need any further clarification.

Maire Kerr

Housing Policy and Research Manager

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