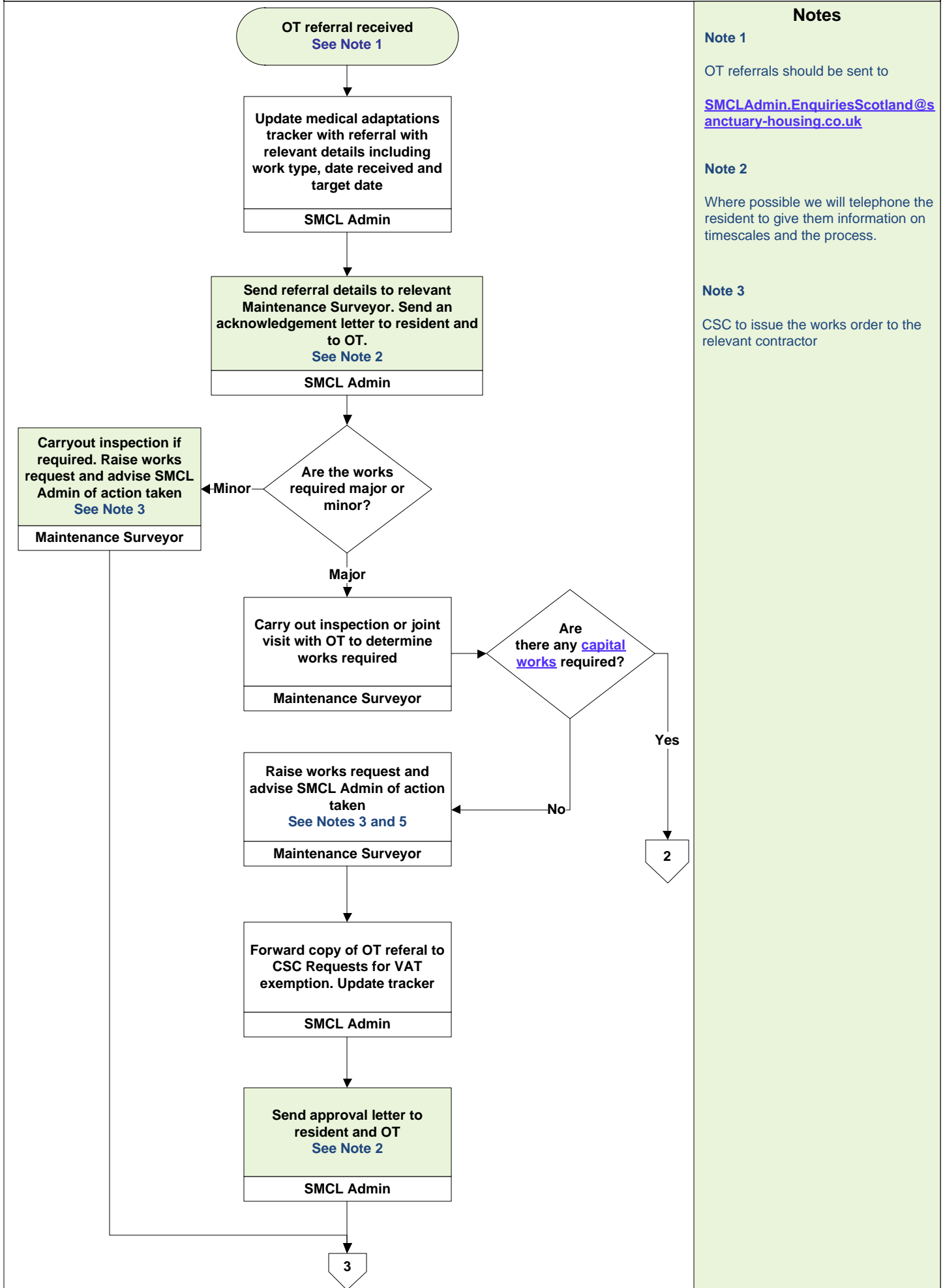


Aids and Adaptations Process Flowchart

Version 1

15 January 2019



Notes

Note 1

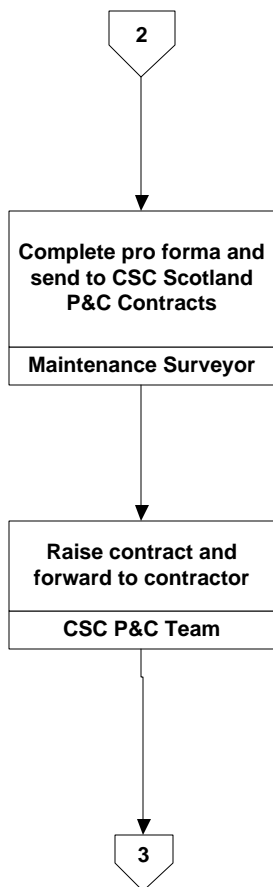
OT referrals should be sent to SMCLAdmin.EnquiriesScotland@sanctuary-housing.co.uk

Note 2

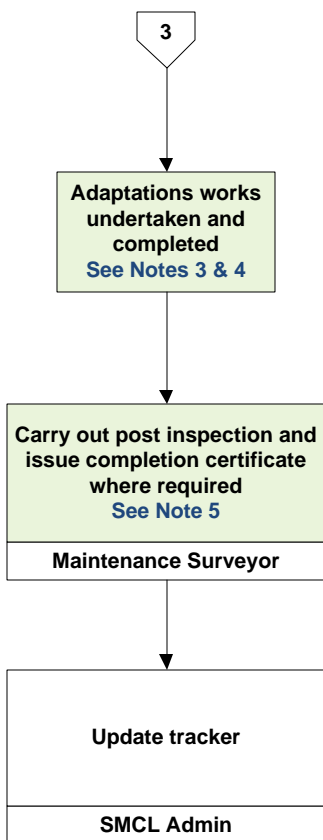
Where possible we will telephone the resident to give them information on timescales and the process.

Note 3

CSC to issue the works order to the relevant contractor



Notes



Notes

Note 3

Maintenance Surveyors to oversee delivery of adaptations works

Note 4

Liaise with specialist contractors/ suppliers where relevant.

Note 5

The Occupational Therapist should be offered the opportunity to attend the post inspection visit