

Additional Needs Adaptations

For families who need adaptations for the first time or whose medical requirements change when they are living in Service Family Accommodation

Keeping you informed

Throughout the process CarillionAmey will keep you and, if requested, any Welfare staff informed about the progress of any work required and the timeframes for completing it.

Step 1 - You now require adaptations to your property or your medical requirements have changed and you need some further adaptations to your Service Family Accommodation. You will need to provide our Occupancy Services team with a new Occupational Therapists (OT) report or supporting medical documents. For a new OT report you will need to approach your Local Authority. Once you have these you will need to fax, email or post them to the CarillionAmey Occupancy Services team.

Fax: 0151 728 1001

Email: occupancyservices@carillionamey.co.uk

By post to: CarillionAmey, The Matchworks, Unit 4, Speke Road, Garston, Liverpool L19 2PH



Step 2 – Our Occupancy Services team will process your request for the works to be undertaken.

If there are minor works required to get the property adapted to your needs, CA will start the work 3 weeks after receiving the OT report. However, if the property requires major works, such as the installation of a lift, work may take longer to begin.