

This factsheet provides contact details for organisations, and information about grants that may be helpful to landlords, managers of premises and tenants.

Signposts to other sources of help

Legislative provisions

- 5.1** General information on the Disability Discrimination Act (DDA) 1995 can be obtained from the Direct Gov website:
www.direct.gov.uk/en/index.htm
- 5.2** More detailed information and guidance on the premises-related duties contained in the DDA 1995 and landlord and tenant legislation about tenants' improvements is available in a Code of Practice (Rights of Access: services to the public, public authority functions, private clubs and premises – ISBN 978 0 11 703695 6) issued by the Disability Rights Commission (DRC) and came into effect on 4 December 2006. This can be purchased from Stationery Office shops, its accredited agents or some booksellers or downloaded free from the Equality and Human Rights Commission (EHRC) website:
http://83.137.212.42/sitearchive/DRC/PDF/CoP_Access.pdf⁶
- 5.3** More information about the Disability Equality Duty (DED) can be found in the Disability Rights Commission's Code of Practice (The Duty to Promote Disability Equality – ISBN 0 11 703605 6). This can be obtained from Stationery Office shops, its accredited agents or some booksellers or downloaded free from the EHRC website, which may be found at:
www.dotheduty.org
- 5.4** The DRC has also provided guidance on the Disability Equality Duty specifically for the social housing sector. This is free to download from the EHRC website, which may be found at:
www.dotheduty.org/files/Housing.doc
- 5.5** In addition, free advice and information about the Disability Discrimination Act 1995 can be obtained from the EHRC telephone helpline 0845 7622633, text phone 08457 622644, fax 08457 788878 or by writing to the Equality and Human Rights Commission Helpline, Freepost MID 02164, Stratford upon Avon, CV37 9BR. The EHRC website also provides a range of other free information about disability discrimination issues:
www.equalityhumanrights.com

6 The Equality and Human Rights commission (EHRC) has replaced the Disability Rights Commission (DRC). The EHRC will have ongoing responsibility for codes of practice previously issued by the DRC. For details of services provided by the EHRC see their website at: www.equalityhumanrights.com

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Advice, Information and Mediation Service (AIMS)

- 5.6** AIMS is an impartial service for people living or working in private retirement or sheltered housing in England and Wales. It provides basic information and advice on all housing-related issues, legislation, and good practice:
www.ageconcern.org.uk/AgeConcern/aims.asp

Alternative Dispute Resolution

- 5.7** The Equality and Human Rights Commission (EHRC) provides access to a conciliation service for complaints about refusal of consent for a disability-related improvement and about disability discrimination more generally. This conciliation service, which is a form of 'alternative dispute resolution', is free of charge. Information about the EHRC conciliation service can be found by contacting the EHRC helpline (see paragraph 5.5).
- 5.8** Information about other organisations that can provide alternative dispute resolution services can be obtained from:
www.adrnow.org.uk/go/Default.html

Centre for Accessible Environments (CAE)

- 5.9** The Centre for Accessible Environments can provide information and advice on all aspects of inclusive design, including the implications of the Disability Discrimination Act 1995. The Centre may be contacted at 70 South Lambeth Road, London, SW8 1RL. Tel / text phone: 020 7840 0125, fax: 020 7840 5811, SMS: 07921 700098, email: info@cae.org.uk website:
www.cae.org.uk/

Citizens Advice Bureau (CAB)

- 5.10** Information on a range of issues including housing and free legal advice can be obtained from your local CAB. Your nearest CAB office can be found at:
www.citizensadvice.org.uk/index/getadvice.
- General CAB advice can be found at:
www.adviceguide.org.uk/index.htm
- and in Wales at:
www.adviceguide.org.uk/wales.htm

The College of Occupational Therapists

- 5.11** The College has prepared a guide for housing associations on installing minor adaptations (Minor adaptations without delay (Part 2: Technical specifications)). The guidance includes suggestions for minor adaptations that could be installed to assist people with visual impairments, hearing impairments or who have access issues. Although the guidance is aimed at housing associations, Part 2 may be of general use to landlords and tenants in other forms of tenure. The guidance can be accessed from:
www.cot.org.uk/public/publications2/categoryshow.php?c=2
- 5.12** To obtain advice from an occupational therapist, you will need to contact your local Social Services/Adult Services. Social Services can be contacted through your County Council or Local Council. Contact information for County and Local Councils can be found at:
www.direct.gov.uk/DI1/Directories/LocalCouncils/fs/en

Communities and Local Government and Welsh Assembly Government leaflets

- 5.13** Communities and Local Government (CLG) and the Welsh Assembly Government provide a range of free leaflets which describe the rights that tenants and lessees have. These can be obtained from CLG Free Literature, PO Box 236, Wetherby, West Yorkshire, LS23 7NB. Telephone: 0870 122 6236. Textphone: 0870 120 7405. Fax: 0870 122 6237. Email: communities@twoten.press.net or its website:
www.communities.gov.uk
and
www.wales.gov.uk
- 5.14** Information about the Tenancy Deposit Protection can also be found on the CLG website:
www.communities.gov.uk/housing/rentingandletting/privaterenting/tenancydepositprotection
Information about this can also be obtained from representative bodies such as landlords associations, Shelter or the local Citizens Advice Bureau.

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Disabled Facilities Grants

5.15 Information about Disabled Facilities Grants can be obtained from the housing department or environmental health department of your local council. Information can also be downloaded from: **www.communities.gov.uk/publications/housing/disabledfacilitiesgrant**

In Wales also consult:

<http://new.wales.gov.uk/topics/housingandcommunity/housing/publications/privaterenewal?lang=en>

Integrated Community Equipment Services

5.16 Community equipment refers to items prescribed by occupational therapists, physiotherapists, district nurses and others to help disabled people and those with health problems to return to, or remain in, their homes. A wide range of community equipment and adjustments is now provided by the Integrated Community Equipment Services in England. Contact details for local Integrated Community Equipment Services (ICES) can be obtained from your local council.

Leasehold Advisory Service (LEASE)

5.17 LEASE provides free legal advice to landlords, tenants, professional advisers, managers and others on the law affecting residential leasehold property and general advice on the law of commonhold so far as it relates to residential matters. Information can be found at: **www.lease-advice.org/newintro.htm**

A Local Home Improvement Agency

5.18 Local home improvement agencies may be able to assist with the installation of some smaller items such as grab rails etc. Home Improvement Agencies are not for profit, locally-based organisations that assist vulnerable homeowners or private sector tenants who are older, disabled or on low income to repair, improve, maintain or adapt their home. Further information can be found on the Foundation's website:

wwwFOUNDATIONS.uk.com

and in Wales at:

www.careandrepair.org.uk

National Register of Access Consultants (NRAC)

5.19 The National Register of Access Consultants is a source of professional access auditors and consultants, who can provide professional advice on how to make improvements to the built environment. The NRAC also provides a database of its members which can be accessed via its website:

www.nrac.org.uk

The Register may also be contacted at 70 South Lambeth Road London, SW8 1RL, or by telephone 020 7735 7845, fax 020 7840 5811, SMS 07921 700 089 or email: info@nrac.org.uk

Staying put

5.20 Anchor Staying Put is a Home Improvement service and is part of Anchor Trust. It provides a service to older and disabled homeowners across England, helping them with repairs, adaptations and improvements so that they can remain in safety, security and warmth:

www.stayingput.org.uk

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For details of services provided by the EHRC see their website at:

www.equalityhumanrights.com

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We welcome feedback on this document.

Please use the contact details above if you wish to do so.

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