

Southampton Housing Adaptations Team

Information for Southampton City Council tenants



We are a team of Housing Occupational Therapists (OTs) and Occupational Therapy Assistants (OTAs). We will assess your needs around managing daily activities at home and recommend the simplest way your needs can be safely met.

Your OT/OTA is:

Email: housingadaptationsot@southampton.gov.uk

What happens after my Occupational Therapist has visited?

If we recommend a major adaptation, your home will be assessed to check the work is feasible.

- If the work is feasible, in most cases it will be completed by our in-house team of contractors. For some work, an external contractor will complete it on our behalf.
- If it is not feasible, we may be able to explore alternatives. Occasionally, it's not possible to adapt a home and you may need to consider moving home. Your Occupational Therapist can advise you on this and may be able to provide a report of your needs to support your application.

No major adaptations will be completed if you are already planning to move home. In this case, only minor adaptations, such as grab rails, will be completed.

Frequently asked questions

How long will I have to wait for the feasibility check and for the work to begin?

Waiting times will depend on your assessed priority and can change due to demands on the service and budgeting constraints. Your Occupational Therapist can give you a current estimate on waiting times, but unfortunately not a definite timescale. If there is a significant change in your medical condition, please contact our team.

Will I have to pay for my adaptation?

No. If we recommended an adaptation, we will pay for it. However, if you'd rather not wait, or you want to achieve an option we can't provide, you can complete some or all of the work privately. If you choose to do this, please ask for our permission first by emailing permission.requests@southampton.gov.uk

What about maintenance of my adaptation?

We will maintain and repair adaptations we've installed. You can report a repair at southampton.gov.uk/repairs

Other information and services

For more information on housing in Southampton: southampton.gov.uk/housing

For more information on other services in Southampton: southampton.gov.uk

For an assessment or review of your care and support needs, contact Adult Social Care Connect: 023 8083 3003 or southampton.gov.uk/health-social-care

If you look after a relative or friend and your caring role has a major impact on your life, you can request a Carer's Assessment: 023 8058 2387 or carersinsouthampton.co.uk/carers-assessments

City Telecare Services provides assistive technology to keep people independent and safe at home: 0333 207 9937 or southampton.gov.uk/telecare

For welfare rights advice: 023 8083 2339 or southampton.gov.uk/moneyadvice