



Home Improvement Agency

FACTSHEET

Installing a Stairlift, Steplift or Vertical Lift – Owner Occupier

Your Occupational Therapist has recommended we install a Lift at your home.

A Caseworker will may visit you to complete an application for a Disabled Facilities Grant which will fund the cost of the adaptation.

If you receive certain qualifying benefits a grant will fund the work. If you do not receive these benefits you will need to complete a means test which is based on the money you (and your partner) receive each week as well as any savings or investments. We will let you know if you need to make a contribution and you will be asked whether you want to proceed.

We have been supplied with a quote for the work and we will make arrangements for the grant to be approved. When the grant is approved the contractor will call you to arrange a start date.

STAIRLIFT - Installation of the lift will take one day; however there may be additional work that you have been made aware of by the lift contractor which needs to be carried out prior to the day of installation. Your new lift will have a 5 year warranty for parts and labour and will include an annual service.

VERTICAL LIFT - Normally it will take 3-4 days to complete the work, 2-3 days to create the aperture (the opening through the ceiling) and 1 day to install the lift. Your new lift will have a 1 year warranty for parts and labour and will include 2 services per year.

STEP LIFT – Installation of a step lift will require additional construction work. Planning permission will be required if it is on the front of the property. Your new lift will have a 1 year warranty for parts and labour and will include an annual service

IN THE EVENT OF A BREAKDOWN – DURING THE WARRANTY PERIOD - The lift contractor will provide a 24 hour 7 day per week call out. You will be provided with details of the warranty and call out service by the lift contractor on completion of installation of your lift.

AFTER THE END OF THE WARRANTY PERIOD – The lift will be serviced and maintained free of charge for as long as the grant recipient requires the lift. Should your lift break down you should contact the following:

During Office Hours

Mondays to Fridays – 8am – 4.00pm

Sandwell Property Care Helpdesk 0121-569-4539

Out of Office Hours

Lift and Engineering Services Ltd 01384 633115

We will call you to inspect the work after it is finished.

There are conditions to this grant:

1. The disabled person must intend to live in the property for 5 years.

What we will do:

- Install a lift as required and recommended by the Occupational Therapist.
- Upgrade power supply to meet regulations
- Carry out any preparatory work deemed necessary to enable installation of the lift

What we won't do:

- Replace the floor covering or decorate

For more information about this adaptation, please contact Sandwell Enquiry on 0121 569 2266 or HomeImprovement_Agency@sandwell.gov.uk

