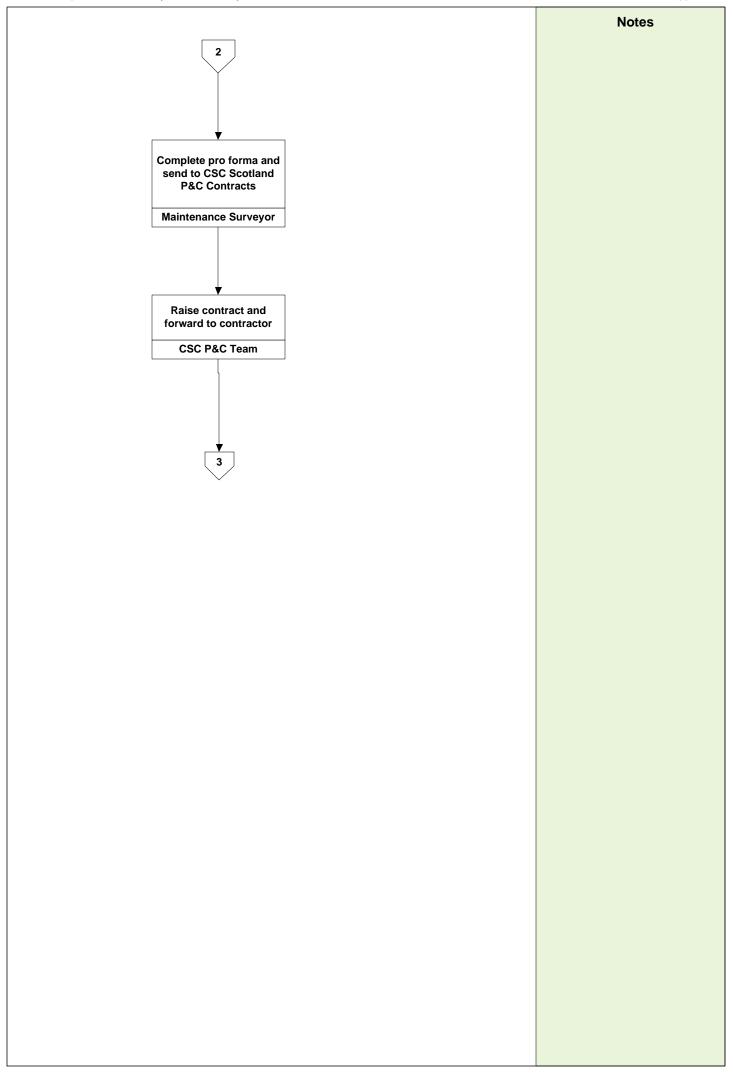
Aids and Adaptations Process Flowchart Version 1 15 January 2019 **Notes** OT referral received Note 1 See Note 1 OT referrals should be sent to SMCLAdmin.EnquiriesScotland@s Update medical adaptations anctuary-housing.co.uk tracker with referral with relevant details including work type, date received and Note 2 target date Where possible we will telephone the **SMCL Admin** resident to give them information on timescales and the process. Send referral details to relevant Note 3 Maintenance Surveyor. Send an acknowledgement letter to resident and CSC to issue the works order to the to OT. relevant contractor See Note 2 SMCL Admin Carryout inspection if required. Raise works Are the works request and advise SMCL **→**Minor required major or Admin of action taken See Note 3 minor? **Maintenance Surveyor** Major Carry out inspection or joint Are visit with OT to determine there any capital works required works required? **Maintenance Surveyor** Yes Raise works request and advise SMCL Admin of action taken Nο See Notes 3 and 5 **Maintenance Surveyor** Forward copy of OT referal to **CSC** Requests for VAT exemption. Update tracker **SMCL Admin** Send approval letter to resident and OT See Note 2 **SMCL Admin**

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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

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