

## Alterations to Council-Owned Properties on Medical Grounds

This document provides an overview of the process for applying for alterations to Dún Laoghaire-Rathdown County Council (DLR)-owned properties on medical grounds. This applies to DLR tenants who require modifications to their properties due to mobility issues or other medical needs. Alterations are not available for any non-medical reasons.

### Verify Your Housing Status

If you are unsure whether you are living in a council house, you can contact the Alterations Section at 01 205 4700 or via email at [alterations@dlrcoco.ie](mailto:alterations@dlrcoco.ie) for confirmation.

### Step-by-Step Application Process

#### 1. Complete the Application Form.

- If you are living in a council house and need to request alterations, you must complete the application form. The application form can be found [here](#).
- Your **Doctor** must fill out pages 5 and 6 of the form. To help the alterations team determine the urgency of your application, your doctor must tick **only one** of the appropriate boxes, **stamp**, and **sign** at the end of the **Doctor's certificate**.

#### 2. Submit the Completed Form

- Ensure that you fully complete the application form. Incomplete forms will result in delays and may be returned for completion.
- Send the completed form to either; [alterations@dlrcoco.ie](mailto:alterations@dlrcoco.ie) or  
**Alterations to Council-Owned Properties on Medical Grounds,  
Dún Laoghaire-Rathdown County Council,  
Housing Department,  
Level 2,  
County Hall,  
Dun Laoghaire  
Co. Dublin  
A96 K6C9**

#### 3. Acknowledgment

- Once the alterations team receives your application, an acknowledgement letter will be sent to you.

#### 4. Initial Checks

- DLR will then perform a routine internal checklist, including:
  - A clear rent account check.
    - If you are unsure about your rent status, contact the Rents section at 01 205 4841 or email [rents@dlrcoco.ie](mailto:rents@dlrcoco.ie). **We will not process any application where there are rent arrears of over eight week's rent, or a payment plan that has been agreed with the Rents Section. The agreed payment plan must be paid for six months before we will consider the application.**
  - A clear tenancy management check.
  - A clear transfer list check – you cannot be on any transfer list (e.g. Medical, Overcrowding). If you are unsure if you are on any Housing Transfer List, contact 01 205 4700 or via email at [alterations@dlrcoco.ie](mailto:alterations@dlrcoco.ie) for confirmation.

#### Process and Evaluation

Due to the high volume of applications and contractor availability, it is not possible to provide a precise timeline. However, the Council will endeavour to process your application as quickly as possible. Some works may take over a year between approval and work being carried out.

The process is as follows:

##### 1. Occupational Therapist (OT)

- If your application is considered eligible, DLR will arrange and pay for an Occupational Therapist to review your application and assess your property.
- If you have an OT report from the HSE, it can be used by the alterations team. However, this does not mean the work will be more quickly.

##### 2. Pre-works Inspection

- After receiving the OT report, and if any works are recommended, the report will be shared with our inspector to conduct a pre-works inspection. This is to check the feasibility of the project. This includes, but is not limited to, whether the works can be done in the space available. DLR may agree to some works recommended by the OT, while declining others. We may also decline all works.

##### 3. Feasibility and Contractor Arrangements

- If the works are deemed feasible, and everything else is still in order (rent being paid, not on a transfer list), the Council will seek a contractor to perform the work. Due to a high volume of applications, it may take some time before the contractor contacts you to arrange a suitable start date.
- If the works are not feasible, you will be notified in writing. You have the right to appeal the decision within six weeks of receiving the letter.

- Please note that while works may be deemed technically feasible and sent to a contractor for pricing, they may still be turned down if a competitive and realistic quote is not received from any contractor.
- If any issues arise during the process, you can contact Alterations at 01 205 4700 or by email at [alterations@dlrcoco.ie](mailto:alterations@dlrcoco.ie)

#### **4. Post-works Inspection**

- After works are completed, an inspector may visit your property to inspect the work.
- During the first year, if you encounter any issue, please contact Alterations at 01 205 4700 or by email at [alterations@dlrcoco.ie](mailto:alterations@dlrcoco.ie)
- From a year after the works are finished, for any issues arising please contact the Maintenance section at 01 205 4700 or by email at [housingmaintenance@dlrcoco.ie](mailto:housingmaintenance@dlrcoco.ie)

#### **Extensions, Through the Floor Lifts and Attic Conversion**

Through the floor lifts and Attic Conversions are not carried out by DLR. Extensions are done on an exceptional need basis only. The Council must first consider and exhaust all other suitable stock options available. We will first attempt to accommodate households requesting an extension via the "Transfer on Medical Grounds" Process.

Only if there are no suitable properties, will we consider the last resort option of an conversion or extension to a property. Please note that an application being considered does not mean it will be given approval.

In this regard, you should make an application to our allocations team for a medical needs transfer, submitting the relevant documents. Details can be found on our website, [www.dlrococ.ie/index.php/housing-provision-applicants/how-do-i-apply-social-housing](http://www.dlrococ.ie/index.php/housing-provision-applicants/how-do-i-apply-social-housing)

In the event you are refused the transfer due to lack of available properties, the Council will then consider the possibility of an extension taking into account factors such as:

- Medical needs of the applicant.
- Cost of the works/Value for money.
- Funding available from the Department of Housing and Local Government.
- Planning permission implications due to costs, or level of works involved.
- Fire Safety Concerns.

Please note that if your medical transfer application is refused by Allocations as there is not an exceptional medical need, we will not be able to progress any application for an extension.

### Priority

Works are allocated in the order received, for example, a Level Access Shower Application will be added to the end of the list for Level Access Showers. Some lists will move quicker than others. If you have been approved for multiple jobs, we may do some work earlier than others.

DLR reserves the right to give priority to any application regarding the exceptional medical needs of a child. For avoidance of doubt, this is only for exceptional circumstances and does not apply to all applications regarding children.

### Questions

If you have any questions, please email [alterations@dlrcoco.ie](mailto:alterations@dlrcoco.ie) or ring us on 01 205 4700.



#### Version History

Version	Author	Checked
1.1 Sep 24	DR	DB