



**Our vision is
"to deliver excellent Housing Services"**

Aids and Adaptations Policy

Newark and Sherwood Homes Limited



The Government Standard



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1 Introduction

- 1.1 Newark and Sherwood Homes is an Arms Length Management Organisation (ALMO) set up with effect from 1 November 2004 to manage, maintain and improve Council housing on behalf of Newark and Sherwood District Council (NSDC).
- 1.2 Newark and Sherwood Homes undertakes the main housing management functions such as letting homes, repairs and maintenance, rent collection and estate management of around 5,430 Council homes in Newark and Sherwood. NSDC remains the landlord. Newark and Sherwood Homes also delivers services to meet the Government's Decent Homes Standard.
- 1.3 This Aids and Adaptations policy is one of many implemented in line with our vision "to deliver excellent Housing Services" and is further supported by the core values which underpin the work we do: -
 - a. Customer First
 - b. Valuing Everyone
 - c. Delivering Excellence
 - d. Making Positive Improvements
 - e. Sharing Information
- 1.4 The promises captured in this policy are supplemented by a number of Newark and Sherwood Homes strategies, policies and local standards:-
 - a. Access and Customer Care Strategy
 - b. Equalities & Diversity Strategy
 - c. Adaptations Service Standard

All of which can be accessed by contacting The Customer Access Team on 0845 258 5550 and via our website www.nshomes.co.uk

2. Policy Statement

- 2.1 Newark and Sherwood Homes recognises that in some instances customers are living in accommodation that is no longer suitable for their support needs.
- 2.2 Newark and Sherwood Homes is committed to providing assistance and delivering solutions to meet the needs of customers that are long term sick or disabled to enable them where possible to enjoy a quality of life and sustain independent living in their home.

3. Policy Objectives

- 3.1 Newark and Sherwood Homes will: -
- a. Work with customers and provide advice in order to support independent living solutions and sustain their tenancy.
 - b. Offer effective support to customers requiring adaptations.
 - c. Consider each major adaptations request on an individual basis.
 - d. Ensure that access to services is available to all sections of the community regardless of age, gender, disability, race, religion or belief, or sexual orientation.
 - e. Adopt a partnership approach to seeking an effective adaptation solution and achieving all the objectives listed, this may involve liaising with other landlords regarding alternate suitable accommodation.
 - f. Assist in providing solutions to adaptation requests that remove barriers which may affect a person's quality of life.
 - g. Ensure that value for money is a key consideration in delivering new adaptations and retaining existing adaptations.
 - h. Liaise with and take advice from professional advisors e.g. Occupational Therapists.

4. The Scope of the Policy

- 4.1 The policy covers the work of Newark and Sherwood Homes employees.
- 4.2 The Company is responsible for:
- a. Proactively delivering solutions to support our tenants that have either physical or sensory disabilities in partnership with the Nottinghamshire County Council Social Services Occupational Therapy Team.
 - b. Referring requests to agencies that can provide appropriate support or care services, where applicable.
 - c. Effectively Managing and monitoring service requests
 - d. Where necessary, providing alternative suitable housing or refer tenants to other local landlords better able to meet their needs.
 - e. Working with tenants to design and seek to deliver effective adaptation solutions to meet their needs.
 - f. Working with tenants and partners to develop and deliver the adaptations service taking into account best practice.

- g. Ensure the delivery of major refurbishment works, offer options to support tenants with disabilities and provide a value for money adaptation solutions.
- h. Where appropriate, consulting with tenants to ensure that their external environment is also accessible in line with the recommendations of the Disability Discrimination Act 2005.

5. Partnership Working

- 5.1 Newark and Sherwood Homes recognise that our success in both delivering this policy and delivering effective adaptation solutions is dependent upon our ability to create positive working relationships with key partners.
- 5.2 Newark and Sherwood Homes takes a proactive approach to partnership working and arranges relevant and appropriate contact and communication with the relevant teams from Nottinghamshire County Council (NCC) Social Services. This aims to provide Newark and Sherwood Homes with an indication of future workload and timescales that Nottinghamshire County Council is working to. Additionally it provides NCC with an indication of Newark and Sherwood Homes' current performance.
- 5.3 This exchange of information ensures that tenants will receive consistent advice with regards to likely timescales.
- 5.4 Newark and Sherwood Homes also work in partnership with Local Primary Care Trusts (PCT's). The PCT's advise the adaptations team when patients that are tenants or residents of Newark and Sherwood District Council are being discharged from hospital and require relevant support. In these instances Newark and Sherwood Homes will arrange for relevant adjustments to be made to the tenant's home in preparation for their arrival.
- 5.5 In addition to the above, Newark and Sherwood homes have a positive relationship with other Social Landlords within the District which assist with some cases in delivering effective solutions to the adaptation needs of our customers.

6. Application

Who is considered to be disabled under this Policy?

- 6.1 A person is regarded as being disabled if they have a physical or mental impairment, which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.
- 6.2 A long-term effect refers to disabilities:
1. That have lasted for at least 12 months;
 2. The effects of which last for at least 12 months;
 3. Which are likely to last for the remainder of a person's life.

Who Qualifies?

- 6.3 Newark and Sherwood Homes will normally only consider a request for aids and adaptations if the disabled person is the tenant, or their partner, or a member of the immediate family, who is permanently resident in the household.
- 6.4 Work for others, such as lodgers, will only be carried out in exceptional circumstances and then only if they have been resident with the tenant for three or more years.
- 6.5 Requests for major adaptations will not normally be approved where a 'Right to Buy' application has been received. Where applicants are on the transfer list then each request will be considered on its individual merits. Newark and Sherwood Homes will look at options in its housing stock that may be more appropriate in order to offer Value for Money and free up possible family homes.
- 6.6 Home-owners/leaseholders are not included within this Policy as they are eligible to apply for a Disabled Facilities Grant if they require financial assistance.

What if the tenant wants to install their own aids or carry out an adaptation themselves?

- 6.7 A tenant wishing to undertake an adaptation is required to make a written request to Newark and Sherwood Homes stating what adaptation they wish to carry out. Any adaptation to the property will need to be approved by Newark and Sherwood Homes before the work is carried out. The tenant must be a 'secure' tenant.
- 6.8 If following approval; a tenant installs their own aids or adaptations these will not normally be maintained by Newark and Sherwood Homes. The tenant will be advised of their responsibilities for any

servicing or repairs that are required either through statutory maintenance or by Newark and Sherwood Homes.

- 6.9 At the end of the tenancy the tenant may be required to remove any approved aid or adaptation they have fitted and make good any damage to the property. Alternatively if Newark and Sherwood Homes agrees to take responsibility for the alterations the tenant will be required to sign over ownership free of charge. Where Newark and Sherwood Homes agree to take on future responsibility of an adaptation then this would be included in the conditions of any permission that is granted to the tenant to undertake an adaptation.

Freestanding Aids

- 6.10 Provided tenants meet the Fair Access to Care (FACS) criteria Newark & Sherwood District Council, Nottinghamshire Adult Social Care and Health will provide a range of freestanding aids suitable for the functional requirements of the customer. Freestanding aids can include, for example:

1. Hoists
2. Toilet Frames
3. Bed Leavers
4. Shower Chairs

- 6.11 Relevant checks will be made on all adaptations requests to ensure that where equipment is available through the FACS system it is sourced through this route.

Can the adaptation be removed?

- 6.12 Where adaptations have been carried out to a property designated for elderly people or disabled people, these will not normally be reversed e.g. where a bath has been replaced with a level access shower.

- 6.13 Where General needs accommodation has been adapted, Newark and Sherwood Homes will seek to find a suitable applicant using the Council's approved lettings policy, Newark and Sherwood Homes reserve the right to remove the adaptation if they consider it to be unsuitable for the family moving in.

What if the tenant wants a transfer after the adaptations have been carried out?

- 6.14 Following a major adaptation we would normally expect the customer to remain in the property for a minimum of three years.

6.15 However, there may be exceptions where the individual's needs have changed and the occupational therapist and Newark and Sherwood Homes agree a move is necessary e.g. if your family size changes or you need to move into supported housing. Then, if your new home requires any adaptations to meet your specific needs, we will assess and adapt the property in accordance with the terms of this Aids & Adaptations Policy

Who will carry out the work?

6.16 Only Newark and Sherwood Homes or our approved contractors will carry out adaptations to Newark and Sherwood District Council properties. This will be closely monitored by a member of staff from Newark and Sherwood Homes to ensure the work meets the required standard and that the tenant's needs are taken into account.

Access Improvements to 'Common Parts and Spaces'

6.17 Newark and Sherwood Homes have a number of common spaces/areas that serve flats and maisonettes and other dwellings. Since December 2006, a landlord has a duty under the Disability Discrimination Act to make reasonable adjustments for disabled people where a request has been made.

6.18 The duty is not an anticipatory one and does not extend to removing or altering a 'physical feature' such as a staircase or a door. However, Newark and Sherwood Homes as the landlords' managing agent will consider request for reasonable alterations to common parts which would assist disabled persons.

6.19 Newark and Sherwood Homes will identify access improvements to common parts and areas as part of regular access audits and reasonable concerns are raised by residents. Where reasonable these will be included as part of planned refurbishment or improvement schemes.

7. Empty Properties (Property Turnover)

- 7.1 Newark and Sherwood Homes recognise that the re-let time is a key stage in the successful delivery of the adaptations process.
- 7.2 In order to ensure properties are allocated to make efficient and effective use of the housing stock and reduce costs in delivering adaptations, it is important that key issues have been considered prior to re-let.
- 7.3 Newark and Sherwood Homes will identify details of any major adaptations for all properties that become vacant.
- 7.4 Newark and Sherwood Homes will allocate the properties to make the most appropriate use of any existing adaptation.
- 7.5 Where a move may be possible Newark and Sherwood homes will support the tenant with the cost of moving. This amount offered will depend upon individual circumstance up to a maximum of £1000. This funding will be provided from the aids and adaptations budget.
- 7.6 Where a new tenant who is not disabled accepts an offer to move into an adapted property, adaptations such as level access showers will not usually be removed.

8. Aids and Adaptations

General

- 8.1 In accordance with the Housing Grants, Construction and Regeneration Act 1996, Newark and Sherwood Homes will only carry out adaptations that are reasonable and practicable for the property and that meet current legislation and best practice guidance.
- 8.2 Newark and Sherwood Homes considers that approved "minor" and "major" adaptations are reasonable and practicable to install in any of its accommodation, providing they can be carried out safely without having an adverse effect on the fabric of the property and where necessary have been recommended by an Occupational Therapist.
- 8.3 Every application by a tenant for disabled adaptations will be decided as an individual case on its own merits and these policy guidelines will not prevent Newark and Sherwood Homes from using its own discretion with regards to an individual case.

- 8.4 Where appropriate Newark and Sherwood Homes may seek additional advice to inform the decision making process if considered necessary; for example Occupational Therapist, legal advice.

Access to Assistance

- 8.5 Newark and Sherwood Homes Customer Access Team (CAT) will be the primary point of contact for Aids and Adaptation requests or queries. The CAT will either deal with these contacts directly or alternatively signpost them to the most appropriate location e.g. Nottinghamshire County Council Occupational Therapy Teams.

Minor Adaptations

- 8.6 Minor adaptations are generally defined as works costing under £350 in value.
- 8.7 Minor adaptations can be referred by a number of sources including the Occupational Therapy team, via Newark and Sherwood Homes staff, other departments of Social Services or through the Police/Fire Service.
- 8.8 Examples of common types of Minor adaptations include;
- a. Grab handles (external doors only)
 - b. Lever taps
 - c. Additional stair rail
 - d. Lowering light switches & raising floor level sockets (wheelchair users only)
 - e. Smoke alarms for the deaf.
 - f. Replacing recessed or knob style handles to kitchen units doors and drawers (people in elderly person designated or mobility standard properties, and for customers over 65 years of age only).
 - g. Half steps
 - h. Key safes
- 8.9 Some minor adaptations can be 'Fast Tracked' as they are normally undertaken without the need for a referral from an Occupational Therapist, for example, half steps and grab rails outside entrance doors. This allows the adaptation to be approved quickly by Newark and Sherwood Homes which reduces the time taken to complete the work.

Major Adaptations

- 8.10 Major adaptations are generally defined as works costing £350 or over in value.
- 8.11 Newark and Sherwood Homes will usually only carry out major adaptations (defined below) following a recommendation from

Nottinghamshire County Council Adult Social Care and Health or Children's Occupational Therapist Team. This request should demonstrate an occupational therapy assessment of functional need meeting the required Government's Fair Access to Care Services (FACS) criteria has taken place. It also demonstrates that an expert assessment has been undertaken that takes into account the specific physical and medical needs of the tenant.

8.12 Major adaptations referrals from an Occupational Therapist are normally in the form of a 'Care Plan'. This allows the adaptation to be approved by Newark and Sherwood Homes which reduces the time taken to deliver the adaptation.

8.13 Examples of common types of major adaptations include;

- a. Stair lifts
- b. Replacing baths with level access showers
- c. Over-bath Showers
- d. Ramps
- e. Vehicle hard standings and dropped kerbs
- f. Heating exchanges
- g. Through floor lifts
- h. External handrails
- i. Widening doors
- j. Ceiling track hoists
- k. Mobility standard kitchens
- l. Additional WC/wash facilities
- m. On rare occasions extensions

This is not an exhaustive list.

8.14 Major adaptations will be carried out within the Company's published timescales.

8.15 Prior to any works being undertaken Newark and Sherwood Homes will synchronise other major works being delivered with any current adaptation requests. In these circumstances it may be possible to deliver all works at the same time to avoid the potential of costly replacement of newly installed components and limit tenant disruption. In these cases the major works budget shall fund the adaptation. Newark and Sherwood Homes will liaise with the customer and the Occupational Therapist to ensure a mutual convenient timescale for achieving completion of the work.

8.16 Where necessary, Newark and Sherwood Homes will liaise with the Occupational Therapist in advance of any prospective adaptation request so as to advise upon feasibility of the work and to discuss alternative solutions available that will equally meet the needs of the tenant.

- 8.17 Generally it will not be considered reasonable and practicable to carry out major adaptations to a family home where the adaptations would have to be removed from the property when re-let. It is important from a Value for Money perspective for Newark and Sherwood Homes to wherever possible offer a suitable alternative accommodation to the tenant.
- 8.18 Newark and Sherwood Homes will not generally carry out any adaptation works that specifically relate to privately purchased mobility scooters. This policy is in line with the criteria used by Nottinghamshire County Council Occupational Therapist Teams. Newark and Sherwood Homes will not however unreasonably withhold permission for a resident seeking approval to carry out their own adaptation works to accommodate a mobility scooter e.g. ramps, storage sheds etc. Provided that there is appropriate space to site such a request and that the facility does not adversely impact upon the environment or delivery of other services provided.

9. Alternative Solutions

- 9.1 As previously identified not all major adaptation requests received will be deemed to be the most effective and efficient use of the housing stock.
- 9.2 If the decision is made that it is not reasonable and practicable to carry out a recommended adaptation, Newark and Sherwood Homes will endeavour to offer suitable alternative accommodation that meets a customer's needs as soon as reasonably possible. The customer may also be signposted by Newark and Sherwood Homes to alternate social landlords who could provide alternative suitable accommodation.
- 9.3 Examples of cases where it will generally be deemed as **not reasonable or practicable** for major adaptation works to be undertaken include;
- a. In a family dwelling (general needs) where under occupation exists (defined as two or more spare bedrooms, as set out in current Communities and Local Government Guidance).
 - b. Where there is a requirement to provide an additional bedroom or living room and suitable alternative accommodation exists within the near locality.
 - c. Where parking bays and access ramps would adversely affect the amenity of the area.
 - d. Where the works would significantly affect the ability of Newark and Sherwood Homes to let the property in the future and there is suitable alternative accommodation.

- e. To provide access ramps or major adaptations for tenants with a terminal condition when minor safety and temporary but effective solutions can be undertaken quickly.
- f. Where Newark and Sherwood Homes is seeking possession of a property because of a breach of tenancy conditions.

9.4 The above list is not exhaustive and is based upon individual circumstances. Factors affecting the decision which deems it reasonable or practicable include;

- a. Extent to which the property is capable of being adapted.
- b. The cost of the work.
- c. Availability of suitable alternative accommodation.
- d. The degree of occupation in the premises.
- e. The extent to which the tenant is complying with the tenancy agreement.

10. Budget

- 10.1 Newark and Sherwood Homes will make recommendation to the Council for a financial provision to reflect the estimated demand for adaptations each forthcoming financial year.
- 10.2 Newark and Sherwood Homes will normally provide individual adaptations subject to the criteria of this policy, available funding and it being the most effective solution and/or use of the housing stock.
- 10.3 If a major adaptation is put on hold, Newark and Sherwood Homes will write to the tenant involved explaining the circumstances associated with the delay and anticipated timescale to deliver the adaptation to their home. A further update shall be sent in writing at a minimum of every 3 months to keep the customer informed.
- 10.4 When an adaptation is funded in part by a body other than the Council, the Occupational Therapist (OT), the funding body and Newark and Sherwood Homes will all have to approve the works. If another body part funds an adaptation their policies and procedures may also need to be applied.
- 10.5 Nottinghamshire Adult Social Care and Health and Children's Occupational Therapy Teams are able to provide occupational therapy recommended equipment that meets eligible social care needs free of charge.

11. Recycling Adaptations

- 11.1 Where possible adaptations will be recycled at the point of re-letting a property by allocating the adapted property to a person needing the adaptation.
- 11.2 If the above is not possible, Newark and Sherwood Homes have in place a process to seek to remove adaptations from locations where they are no longer required.
- 11.3 Examples of equipment that can be removed and recycled include;
- a. Stair lifts
 - b. Hoists
 - c. Through floor lifts
- 11.4 The above are removed and stored by our stair lift contractor as part of their contractual arrangements. On occasions the stair lift contractor may be able to utilise the stored equipment on a private contract. In these circumstances Newark and Sherwood Homes will make the decision whether it is in the Company's best interests to permit the use elsewhere and agree a resale value. Newark and Sherwood Homes will receive a sales credit note that should be reimbursed to the Adaptations budget.
- 11.5 Some adaptations are not recyclable; for example, level access showers. These will not be removed until they have reached the end of their lifecycle except in exceptional circumstances. All adaptations of this nature will be classed as attribute to the property and treated as such.

12. Contractor Arrangements

- 12.1 The delivery of the aids and adaptations service will usually require contractor support particularly with regard to major adaptations. This support may also be required to deliver more specialist adaptations such as stair lift and hoists.
- 12.2 All contracts shall be procured in accordance with the Company's 'Code of procedures with respect to Contracts'. Wherever possible, contracts will be procured using joint procurement methods or collaborative purchasing groups to maximise Value for Money (VFM). Long term engagements will also be considered to increase Value for Money and establish improved joint working arrangements.

- 12.3 A number of key arrangements shall be in place to ensure that the service received is in accordance with the detail and standards of this Policy;
- 12.4 Key arrangements include;
- a. Compliance with Company expectations with regard to customer care, this is part of the tender conditions.
 - b. Ensuring key staff have received Equality and Diversity training.
 - c. Providing the contractor with details of vulnerable and or disabled tenants to ensure they take necessary actions in dealing with them.
 - d. Provide the contractor with the preferred contact methods of our tenants where work is to be undertaken prior to it commencing.
 - e. The contractor shall notify in writing when works are planned and offer an appointment with a minimum of 10 days notice, if required.
 - f. The contract terms and conditions shall specify the key performance indicators that they are required to meet.
- 12.5 To ensure the contractors adhere to the contract terms and conditions and are performing to expected levels monthly contract monitoring arrangements shall be in place between Newark and Sherwood Homes' employees and representatives from the contractor. These arrangements shall cover issues such as;
- a. Forthcoming workload
 - b. Current performance
 - c. Rectification processes (if required)
 - d. Complaints
 - e. Compliments
 - f. Equality and diversity issues
- 12.6 The above list is not exhaustive and other subjects may be included where relevant.
- 12.6 A system of undertaking appropriate quality checks will be maintained to ensure the desired levels of quality are maintained.

13. Servicing and Maintenance

- 13.1 Following the installation of certain types of adaptations into our tenant's homes it is essential and in some case a statutory requirement to have in place an effective servicing and/or maintenance schedule. Newark and Sherwood Homes undertakes this responsibility as follows;
- 13.2 Newark and Sherwood Homes shall ensure that funding is available annually to an appropriate level to meet the ongoing servicing and maintenance requirements of adaptations that have been installed.
- 13.3 Newark and Sherwood Homes will maintain an up to date record of all major adaptations installed.
- 13.4 A programme will be in place to undertake annual servicing and maintenance of stair lift and lifting equipment in line with current legislation. The servicing will be accompanied by appropriate certification provided by the servicing contractor.
- 13.5 All new adaptation installations that require insurance checks to comply with statutory legislation will be notified to the relevant insurance company in a timely manner.
- 13.6 All defects noted from either the annual servicing or insurance checks will be completed in a timely manner.
- 13.7 Contractual arrangements shall be in place to deliver a swift resolution to post installation defects. This is particularly important with regard to lifting equipment and bathing facilities. The designated timeframes that should be met in these cases are;
- Lift breakdowns 12 hrs
 - Shower faults 48 hrs

14. Training

- 14.1 In order to ensure that adaptations are delivered effectively by employees involved in the process training is essential.
- 14.2 The following mechanisms are in place to ensure employees provide an effective service in accordance with the guidelines set out within this Policy;
- Front line employees receive training relating to the general adaptations service and how and who to signpost tenant enquiries to.

- Key employees involved in the adaptations process and likely to receive minor adaptation requests will receive basic training from the Nottinghamshire County Council Occupational Therapy team. This training covers what are minor adaptations and any special considerations that are necessary when delivering these.

14.3 The above training shall be refreshed periodically, as required.

15. Monitoring & Review

15.1 Newark and Sherwood Homes will ensure that the contents of this Policy are delivered effectively by the implementation of a robust series of measures as follows;

15.2 All tenants receiving adaptation works will receive a customer satisfaction questionnaire, the results of which will be recorded and reported against. Any unsatisfied responses will be followed up through the Company's rectification process.

15.3 We will periodically review the service with tenants and communicate any changes to all tenants.

15.4 We will aim to deliver improvements to service and we will review the level of service provided by engaging tenants in evaluating customer satisfaction.

15.4 This Policy will be monitored regularly to ensure that it remains suitable for tenants needs, including an updated Equality Impact Assessment.

15.5 The aids and adaptation process will be monitored through management information that will be produced regularly to demonstrate the current performance levels.

15.6 Periodically the Company's Aids and Adaptations Service shall be benchmarked with other similar service providers to ensure that the service offered is being delivered effectively, takes account of current best practice and represents Value for Money.

16. Performance

16.1 In order to ensure performance is delivered to a high standard Newark and Sherwood Homes measure the following areas of service delivery against published targets;

- a. Number of working days to complete minor adaptations from receipt of request.
- b. Number of working days to complete major adaptations from receipt of care plan from Social Services.
- c. Overall time to complete major adaptations from receipt by Social Services.
- d. Customer satisfaction using survey form and stamped addressed envelope to promote increased level of returns.

17. Advertising

17.1 Newark and Sherwood Homes will ensure that this Policy is clearly advertised to tenants, through a number of different formats such as:

- a. Information leaflets
- b. Posters
- c. Newsletters
- d. The web site
- e. Articles in 'Home from Homes' magazine sent to all tenants.
- f. Local standards 'Living Independently'

17.2 The above posters and information leaflets are available and on display in at all customer access points.

18. Policy Review

18.1 The Company will instigate the review of this policy on a three yearly basis, and any associated documents.

18.2 An additional review process may be required following:

- New legislation
- Emerging best practice
- Case law affecting the contents of this Policy
- Day to day operational issues

18.3 Any review which takes place will be done in conjunction with partners to ensure compatibility with existing strategies and service development.

18.4 This policy has been subject to an equality impact assessment which is available at www.nshomes.co.uk

19. Comments on the Policy or Service

19.1 If you wish to comment on this Policy or the service you should do so in the first instance by writing to:

Newark and Sherwood Homes
Kelham Hall
Newark on Trent
Notts
NG23 5QX

Or by making any comments/complaints through the 'Housing Matters or Complaints Matter' procedure, you can do this by completing the necessary form, emailing us at housing@nshomes.co.uk or visiting our website at www.nshomes.co.uk. The issues raised will then be investigated and a reply sent in writing.

Newark and Sherwood Homes Limited
Kelham Hall
Kelham
NEWARK ON TRENT
Nottinghamshire
NG23 5QX

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.



Prosimy skontaktować się z nami, jeśli chciał(a)by Pan(i) uzyskać ten dokument w innym języku lub formacie albo też potrzebuje Pan(i) skorzystać z usług tłumacza ustnego.

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Signing


The Big Word
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Audio Tape

V.8