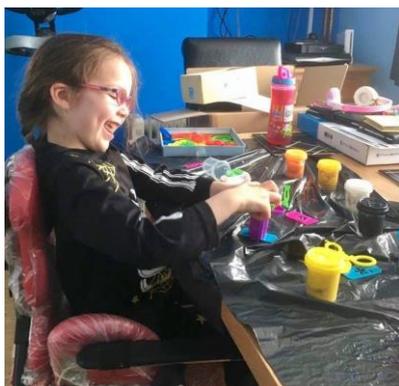


A place to call home

We are proud to have been able to work closely with [Maldon District Council](#) and Balmoral Property Services to help a family desperately in need of major home adaptation. It's been a long and stressful process, but finally the work is complete and the family are loving their 'new' home. So what was this mum's dream? Enough space for a dining table. The adaptations have given her that, so now her family can enjoy mealtimes together, plus the children have a place to play games and do their homework.

Here's excerpt of the letter that the family wrote to express their gratitude and how life changing the journey has been.



Dear Maldon District Council Home Improvement Team, Balmoral and the A-T society,

I needed to write to you to describe how having the adaptations done to our property has been and try to explain how life changing it is. It is very difficult trying to express just how much you have all changed our lives.... When you're told that your child has a condition such as Ataxia-Telangiectasia (or A-T for short) that is so life changing and has no cure, it stops you dead in time.

When I started to see what the future holds for my child it hit me that the place I call home will become her prison, a place she can't move around or be safe in. I knew that something had to be done to provide her with a house she could feel safe and secure in and we could eventually all call home.

The whole process started a couple of years ago. Maldon District Council Home Improvement Team came in took measurements and made plans for the house and showed us how and why things were being done for us. Even down to things I wouldn't have ever thought of. All the way through this process we had constant support from Maldon District Council Home Improvement Team, constant updates at every stage of the process. Once plans were confirmed it all went ahead so quickly. We were very lucky to be decanted into the property next door, which the Maldon District Council Home Improvement Team & the A-T society sorted out for us. This meant that my children were able to see all the works done and were able to get to know the Balmoral team, who have not only done a fantastic job with the house but have also supported the family through what could have been a really very stressful time. They even took the time to tell the children what was happening and why, which meant a lot to them and us.

Our home is now a safe, open planned, welcoming place that I'm able to care for both the disabled people in my life. You have given me back the ability to be able to care for my child in a way she

deserves. I have the room to fully complete her physiotherapy and give her a place to be able to rest freely. I have the facilities to wash her safely and for her to be able to get around the whole property from inside to outside, front to back without having to have someone doing it for her. This will allow her to be as independent as she possibly can be, especially when she is fully wheelchair bound. I know I am so very lucky to have had support from Maldon District Council Home Improvement Team, Balmoral & the A-T Society.

I will never be able to thank any of you enough ever. You have taken my fears away and given me back my own pride to know that I will be able to care for my child. We may have a hard road ahead of us all, but being in this home I know it will be that bit easier now.

I have watched my home be demolished, re built and come back to life again. You have given us a home to be happy in and make the most precious memories.

Thank you all so much from the bottom of our hearts x