

ASSISTIVE LIVING WILTSHIRE

We provide advice and practical help with home adaptations, improvements and repairs.



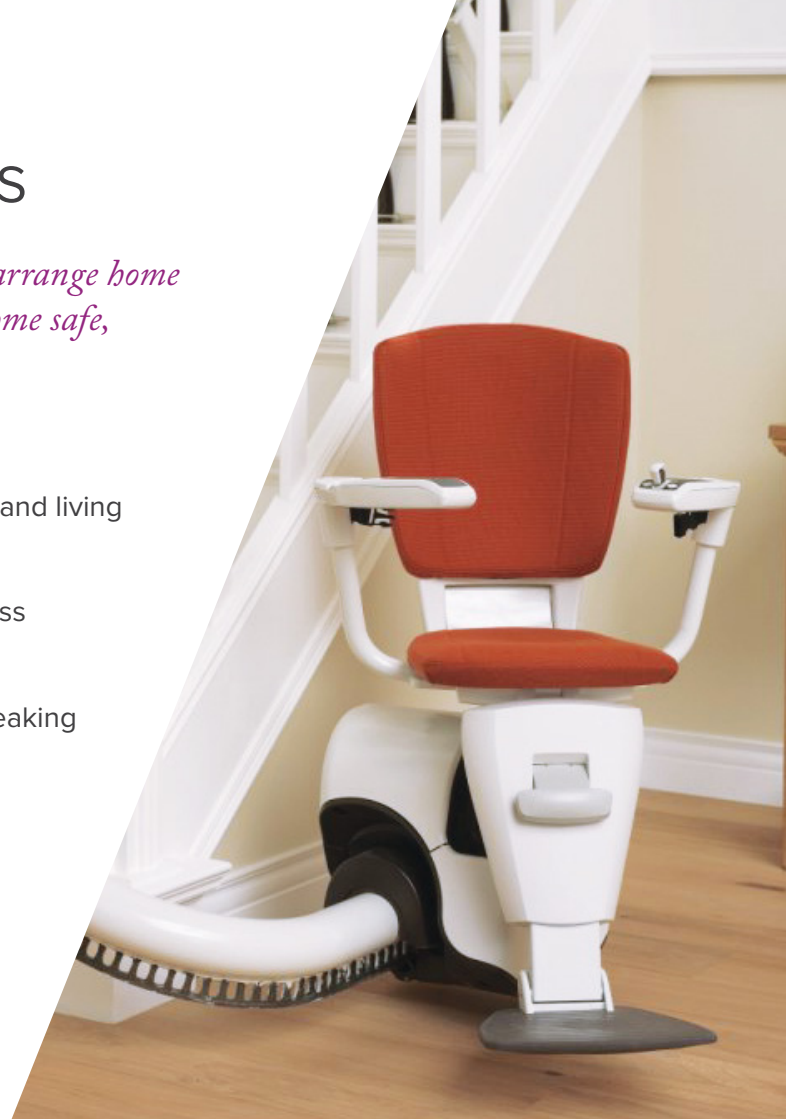
ASTER
GROUP

WORRY-FREE REPAIRS AND ADAPTATIONS

At Aster Living Care and Repair we can help arrange home improvements and adaptations to make your home safe, warm and comfortable to live in.

We can:

- Give advice and practical support to keep you safe and living independently in your own home
- Organise home adaptations like stairlifts, level access showers and access ramps
- Organise home repairs, like mending or replacing leaking roofs or fixing dangerous wiring
- Oversee building extensions from start to finish
- Organise home improvements like new central heating and insulation.





TAKING THE WORRY AWAY

We know that most people worry about the standard of work and mess from repairs and adaptations.

As a not-for-profit organisation we have your best interests at heart and can help in all sorts of ways

- You can rely on us for quality workmanship, organised by a team of experienced professionals
- All contractors have insurance, good references and have signed up to a code of practice, agreeing to work to a high standard
- We use contractors from our approved list, which means we know they'll do the work well, with as little disruption as possible
- We always get quotes for your work to make sure prices are competitive
- Our advice is free, although we charge a fee if we organise any building works or adaptations for you
- If you can't afford to pay for the work, we'll help you find other ways to pay through local authority grants, charitable funding or loans.

KEEPING THINGS SIMPLE

Our aim is to make the whole process as simple as possible and we'll explain everything as we go along.

This step-by-step guide explains what happens when you get in touch with us.

1. We'll listen to you and give advice over the phone
2. If you agree, we'll visit you at home to find out what needs to be done
3. Our technical officers will draw up a schedule of work and plans for you to approve. These will describe exactly what work needs to be done
4. We'll ask our approved contractors to bid for the work and compare their prices
5. We'll go through the prices with you and look at ways to pay for the work
6. Once the funding has been agreed we'll arrange for the work to start
7. Our technical officer will check with you to make sure the work is up to a satisfactory standard. Then, once you're happy, we'll arrange for the contractor to be paid.

CASE STUDY: BACK TO INDEPENDENCE

When Ray Smart, 82, had his leg amputated, his house needed some adaptations so he could remain living there.

Our caseworker helped Ray to apply for a Disabled Facilities Grant and organised the fitting of a new stairlift. She also realised more could be done to make life easier for him.

The house was freezing cold as Ray couldn't carry the heavy coal to heat the boiler. His disability also meant climbing into the bath had become impossible.

Our caseworker liaised with his occupational therapist and the local authority on his behalf. As a result, a new central heating system and a level access shower were installed.

Ray said:

“Aster Living Care and Repair has done a marvellous job. I've got my independence back and I can now spend time in my garden.”



MORE HELP AT HAND

There's more help available to make your home safe and warm.

HandiHelp

Our minor repairs and maintenance service HandiHelp can do all sorts of small jobs around the home at competitive rates.

These include:

- Home safety checks
- Minor adaptations such as fitting stair and grab rails and security lighting
- Practical help to speed up hospital discharge.

For more information call

HandiHelp on 0333 400 8299.

Heating and insulation help

If you own your home or rent from a private landlord, you may be able to apply for a range of discounts or grants.

For more information call

Aster Living Care and Repair on 0333 400 8299.

If you would like any part of a publication explained or translated in your language or you need it produced on tape, on CD or in Braille or large print, please let us know.

هذه الوثيقة متاحة أيضا بلغات أخرى والأحرف الطباعية الكبيرة وبطريقة سمعية عند الطلب.

এই ডকুমেন্ট অন্য ভাষায়, বড় প্রিন্ট আকারে এবং অডিও টেপ আকারেও অনুরোধে পাওয়া যায়।

Ce document est également disponible dans d'autres langues, en gros caractères et en cassette audio sur simple demande.

Αυτό το έγγραφο διατίθεται επίσης σε άλλες γλώσσες, τυπωμένο με μεγάλους χαρακτήρες και σε κασέτα κατόπιν αιτήματος.

આ દસ્તાવેજ વિનંતી કરવાથી બીજી ભાષાઓ, મોટા છાપેલા અક્ષરો અથવા ઓડિઓ રચનામાં પણ મળી રહેશે.

अनुरोध पर यह दस्तावेज़ अन्य भाषाओं में, बड़े अक्षरों की छपाई और सुनने वाले माध्यम पर भी उपलब्ध है

本文件也可应要求，制作成其它语文或特大字体版本，也可制作成录音

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku lub w formie audio.

Este documento encontra-se também disponível noutros idiomas, em tipo de imprensa grande e em formato áudio, a pedido.

ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਅਤੇ ਆਡੀਓ ਟੇਪ 'ਤੇ ਰਿਕਾਰਡ ਹੋਇਆ ਵੀ ਮੰਗ ਕੇ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

Bu belge çeşitli dillere çevrilmiş olup, isterseniz iri harflerle basılmış şeklini ve kasetini de size gönderebiliriz.

درخواست پر یہ دستاویز دیگر زبانوں میں، بڑے حروف کی چھپائی اور سننے والے ذرائع پر بھی میسر ہے۔

GET IN TOUCH

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We also offer a service in Berkshire and Somerset.


ASTER
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Wiltshire Council
Where everybody matters

 **SWINDON**
BOROUGH COUNCIL


HandiHelp

 NATIONAL HA
Quality Mark
HANDYPERSON

 **business to support people**