



London Borough
of Hounslow

Care & Repair

An advisory service to help disabled
and older owner-occupiers repair and
improve their homes



020 8583 3878



Foundations
THE NATIONAL BODY FOR
HOME IMPROVEMENT AGENCIES

What is Care & Repair?

Care & Repair is a service which can help disabled and older owner-occupiers to repair, improve and adapt their properties. Our aim is to take away some of the stress and disruption you may experience when carrying out repairs and improvements to your home. We can support you by offering confidential advice, support and expertise.

Who can receive the service?

This service is available for owner-occupiers (and private sector tenants with repairing responsibilities) who live in the borough of Hounslow and meet one of the following criteria:

- Are over 70 years old
- Have a disability or severe health problems
- Are a single parent family with a disabled child

What sort of works do we help with?

We can help to organise small or large works ranging from repairing leaking gutters, to putting on a new roof. For example, we often help with electrical rewiring, replacing taps, converting a

bathroom into a level access shower room, and installing ramps and stairlifts.

How does the service work?

- We will visit you in your home to discuss the works you are considering
- We will inspect your property and report back to you with our suggestions
- If you decide to proceed with some or all of the works we will prepare specifications. We can then indicate how much the works might cost
- If the cost worries you, we can advise on whether there is any financial assistance available from the Council or explore alternative funding
- We will obtain quotations from contractors
- Once the works are in progress, we will oversee them until they are completed
- We will carry out a final inspection to ensure standards of workmanship
- We will also help you to deal with any disruption or problems that may arise while the works are in progress

We can also help you with:

- Applying for benefits
- Energy efficiency advice
- Linking you to other local services (for example: Handyperson schemes, Age Concern and Occupational Therapists)
- Exploring other housing options

Is there a charge for the service?

All advice given, including the initial visit, is FREE.

If you decide to carry out work with our help, a fee based on the cost of the works will be charged. If you are fully funding the cost of works yourself, the fee would be payable on top of the cost of works. If you are eligible for financial assistance from the Council, this fee can be included in any application for financial assistance. The amount of the fee to be charged will be fully discussed with you BEFORE you are committed in any way.

Remember – our initial advice is free and you do not have to proceed – the decision is yours!

How to apply

You can contact us:

By telephone on

020 8583 3878

or

Complete the tear off form at the end of this leaflet and return it to:

**Care & Repair
Home Improvement Service
Private Sector Housing
Civic Centre
Lampton Road
Hounslow
TW3 4DN**

or E-mail:

homeimprovements@hounslow.gov.uk

We will contact you as soon as possible for further information and you will be registered on our waiting list.

Care & Repair

**A Home Improvement Agency
established in 1990**

Telephone: 020 8583 3878



**Details of all Hounslow Council services can be
found on-line at www.hounslow.gov.uk**

This leaflet can be supplied in community languages,
large print, audio tape/CD or Braille.

Contact the Communications Team:

Telephone: 020 8583 3535

E-mail: hcscommunications@hounslow.gov.uk

PLEASE COMPLETE IN BLOCK CAPITALS

This service is available for owner-occupiers or tenants with repairing responsibilities who live in the London Borough of Hounslow.

Please tick one of the 3 boxes to indicate under which category you wish to apply:

- Are over 70 years old
- Have a disability or severe health problems
- Are a single parent family with a disabled child

Name:

Date of birth:

Address:

Postcode:

Telephone:

Mobile :

E-mail:

- Please confirm, by ticking the box, that you are the owner-occupier of the above property (or have repairing responsibilities, if you are a tenant)

Please tick the appropriate box(es) to indicate the type of works you are considering:

- | | |
|---|---|
| <input type="checkbox"/> Electrical works | <input type="checkbox"/> Heating |
| <input type="checkbox"/> Roof repairs | <input type="checkbox"/> Roof insulation |
| <input type="checkbox"/> Plumbing | <input type="checkbox"/> Draughtproofing |
| <input type="checkbox"/> Guttering | <input type="checkbox"/> Exterior decorating |
| <input type="checkbox"/> Window repairs | <input type="checkbox"/> Adaptations or improvement works |
| <input type="checkbox"/> Remedy dampness | |

Further details:

We will register your interest and contact you for further information.

Thank you for providing this information.

Telephone: **020 8583 3878**