



Westminster Home Improvement Agency



City of Westminster

What is Westminster Home Improvement Agency (WHIA)?

Westminster Home Improvement Agency supports vulnerable residents to maintain independence and live comfortably and safely in their own homes.

Our main role is to ensure you stay safe, warm and secure in your home.

This includes providing advice and assistance with repairs, improvements and adaptations for clients whose homes require works.

We are also able to apply for financial grant aid on your behalf for works recommended by Occupational Therapists.

Who can use this service?

If you are a resident over 60 years of age or under 60 and on a disability benefit you may need the services of WHIA because you:

- have been referred by an Occupation Therapist for an adaptation in your home?
- have small items of disrepair or jobs around your home?
- are finding your home is cold during Winter months?
- are concerned about the security of your home?



What kind of support can I get?

We provide not only advice but also practical solutions to support you to remain independent in your own home.

We can:

- Arrange for a *handyperson* to complete small repairs/jobs around your home including:
 - Unblocking sinks/new tap washers
 - Repairing broken doors/windows
 - Replacing light bulbs
 - Fitting locks, door chains and spy holes
 - Putting up shelves
 - Grab rails/handrails

The Westminster
Handyperson
Service helps over
500 people a year




**FREE HOME
HANDYMAN
SERVICE**

Aged over 60 or in receipt of a disability allowance? Our handyman can carry out minor works to your home, free of charge.

Our handyman can tackle small household jobs, such as:

- plumbing jobs
- replacing broken windows or door furniture
- replacing light bulbs, plugs and fuses
- fitting locks, door chains and spy holes
- repairs to defective stairs and floors.

Call **020 7641 8959** for details from Westminster City Council.
Conditions apply.

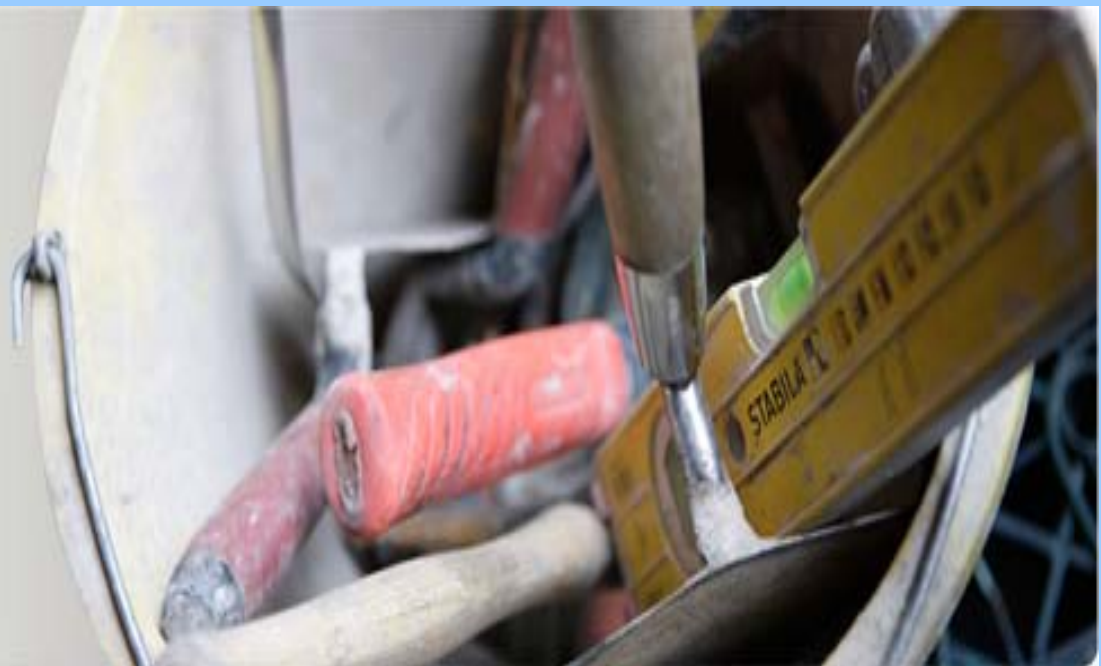

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We can also:

- Assess your financial position to ensure you are claiming the benefits you are entitled to and apply on your behalf.
- Organise all the paperwork, permissions and liaise with builders in order to make a grant application for example:
 - Disabled Facilities Grant* after a recommendation from the Occupational Therapist service
- Co-ordinate the grant application and supervise the builders to complete the works.
- Advise you on housing standards and other support that is available (particularly for residents who pay rent to landlords)
- Look at other options for grant aid including improvements to insulation, provision of energy efficient heating systems and emergency support when heating systems fail.

Will I have to pay for any works?

WHIA assesses your financial position and may complete a means test. Depending on the result of this you may be required to contribute towards the cost. In the majority of cases no contribution is necessary.



Will I have to pay for the services of WHIA?

Grant applications

If the WHIA applies for a grant on your behalf the fees for our service are included in the grant. It should be noted that if you decide that you do not wish to go ahead with works once our technical officer has carried out a significant amount of work, we may ask you for a payment.

Handyperson service

The handyperson service is totally free of charge and you can receive two visits in a year.

Benefit check and application

This service is free of charge

**Westminster Home Improvement
Agency and Handyperson Service**

Westminster City Hall

64 Victoria Street

SW1 6QP

Telephone: 0207 641 8959

**(Including Handyperson Scheme
and Safe & Secure)**