

Helping you to improve your home

The Luton Home Improvement Agency

Luton's Home Improvement Agency (which is run by the Council's Private Sector Housing department) specialises in helping older and vulnerable people to take advantage of services they might not be otherwise aware of.

It works with a number of other organisations, both locally and nationally, that can help with grants, loans or day-to-day assistance for a huge variety of tasks.

Such help includes:

- improving your home by increasing its efficiency, keeping your family warmer in cold weather, reducing wastage and ultimately saving you money
- helping you maximise your income, making you aware of benefits and assistance, as well as how you can make your money work harder for you
- making you aware of the help that's available to you from other organisations and putting you in touch with them
- access to social care services.

Luton's Home Improvement Agency is part of a national collection of Home Improvement Agencies, run in the community with the assistance of Local Government bodies. The national body is called Foundations.

Who can benefit from the Home Improvement Agency (HIA)?

The services of the agency are open to people who own their own home and those who rent off private landlords – service areas such as benefits checks, social services assistance and fire safety checks are available to all householders.

If you need this in large print, on tape or in বাংলা গুজরাতি ਪੰਜਾਬੀ اُردُو Polski



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For more information please contact

**Luton Home Improvement Agency
Luton Borough Council,
Town Hall,
Luton,
LU1 2BQ**

Phone: 01582 54 67 89

Email: affordablewarmth@luton.co.uk

What does the agency do?

The Luton HIA looks to effectively recommend, signpost and monitor referrals for assistance made by professionals or members of the public. Whether it is to fill out a benefits application or to have a home fire safety check, the Luton HIA will make sure you reach the right service.

What can I have done?

The Luton HIA can refer you for the following assistance:

- advice on ways in which you can avoid losing heat from your home
- advice for saving money through efficient equipment
- safety around the home
- improving the security of your property.

Who else is involved in this scheme?

The idea of the Luton HIA is to be the central point of contact for a host of other organisations that could help you. Other groups co-operating in this scheme are:

- **Citizen's Advice Bureau** - offers help on how to maximise income
- **Warm Front** - a national scheme offering grants towards improved heating and insulation (see separate Council leaflet on Warm Front)
- **Luton Borough Council's Adult Social Care department**
- **Bedfordshire and Luton Fire and Rescue Service** - offers advice on fire and other safety hazards, providing and fitting of smoke alarms and, in some cases, carbon monoxide alarms

- **Luton Age Concern and Eastern Training Ltd** - operates the Handy Person Service. The service carries out household tasks an elderly person/vulnerable household might find difficult on their own, such as changing light bulbs, unblocking sinks, fitting smoke alarms, moving small items of furniture, garden maintenance, etc.

Financing the work

The agency can offer practical advice on how any home improvement work can be funded. This includes grants from statutory bodies, getting independent financial advice, equity release (selling a percentage of the value of your home in return for a cash sum), access to charitable funding, any benefits you might be entitled to, the effect some options will have on your benefits and insurance claims.

Technical advice

The agency can also advise on how to oversee any work once you have decided what you want to do. Your advisor can tell you about the scale and cost of any work, help you choose a reputable builder, show you how to monitor the builder's performance and draw up a contract and advise what other documentation could be needed.

For more information

Eastern Training

Phone: 01582 48 55 79

Email: liz.etl@btconnect.com

Warm Front

Phone: 0800 316 2805

Website: www.warmfront.co.uk

Email: enquiry@eaga.com

Luton Age Concern

Phone: 01582 45 68 12

Website: www.ageconcernluton.org.uk

Email: admin@ageconcernluton.org.uk

Bedfordshire and Luton Fire and Rescue Service

Phone: 01234 35 10 81

Website: www.bedsfire.com

Email: contact@bedsfire.com