

Booklet
No. 40



Housing

Tandridge
District Council



HANDY PERSON SCHEME
Tel: 01883 722000

Care and Repair Service

Tandridge
District Council

We can provide this document in a range of languages and formats on request.
Please contact Tandridge District Council on 01883 722000.
It is also available on the Tandridge website
www.tandridge.gov.uk

Care and Repair Service

Contents

What is Care & Repair?	3
What sort of work is included?	3
What will you have to pay?	3
Possible grants or loans for larger jobs	4
Contractors	5
After service care	5
The Handyperson Service	5
What does it cost?	6
What are your rights if you choose to use Tandridge Care and Repair Service?	6
What are your responsibilities if you choose to use the Care and Repair Service?	7
For more information please contact:	7
Contacts for other services that you may find useful	7

What is Care & Repair?

Tandridge Care & Repair helps older or disabled people to remain independent by assisting with house repairs, improvements or adaptations.

We ensure works are carried out by reputable tradesmen at a reasonable cost. Our service includes technical advice, the co-ordination of major works and a handyperson scheme for small jobs.

We also check your entitlement to financial assistance (eg grants and welfare benefits), and can speak to other services which might be able to help you.

What sort of work is included?

From small repairs to major improvements and adaptations, we are here to help you.

For example, we can assist with:

- Repairs to doors, windows, roofs and gutters.
- Renewing electrical wiring or plumbing.
- Damp proofing and general improvements.
- Disabled adaptations.
- Central heating.
- Energy conservation.
- Safety and security within the home.
- Advice on entitlement to welfare benefits.
- Referring clients to other agencies or services that could improve quality of life and help sustain independent living.

What will you have to pay?

Even if you are not entitled to any grants or loans, we can give technical advice and manage larger jobs on your behalf. In these cases, you will have to pay for the work, along with a fee based upon the total cost of the works, ie

- For works under £500: **£25**
- For works over £500: **10% or 12% of the cost of the works.**

In return we will:

- Help identify a solution after visiting your home and liaising with other professionals as appropriate.
- Prepare a proposed schedule of repairs for you to consider.
- Monitor the progress of works – a technical officer will visit to view completed jobs before the final payment is made to the contractor.
- Seek competitive estimates, although you may want to choose your own contractor.

You will be responsible for employing the contractor concerned – we will merely act in an advisory capacity on your behalf. The contract for the works will be between you and the company. We are willing to help if any disputes arise.

We will tell you if you have to make payments before we commit you to any charges and our advice is always free. We can also help identify possible sources of charitable funding for larger jobs.

Possible grants or loans for larger jobs

We will check to see what benefits or grants you may be entitled to. We will also try to help if we think other services could improve your quality of life and help you continue to live independently.

There are two types of help available for home repairs / adaptations. These are:

- **Disabled Facilities Grants**

For people who are registered, or could be registered, as disabled with Surrey County Council. We require applicants to be assessed by an Occupational Therapist from Surrey County Council who will make a recommendation concerning the individual's needs. All grants are means tested and subject to the Council's criteria at the time.

- **Discretionary Home Repair Assistance**

For those who are over 60 or disabled and living on a low income. It is possible the Council can give interest free loans to cover the cost of essential works such as basic repairs and improvements, minor adaptations, energy efficiency, crime prevention/security measures and heating. The loan is repayable when the property is sold.

Contractors

All the contractors engaged or recommended will have been vetted. Checks include references from previous clients and ensuring companies are suitably qualified and insured. All contractors are required to sign up to a Code of Conduct to work with us.

This helps make sure that the tradesmen we use are high calibre, honest and trustworthy. This should give clients peace of mind that rogue traders have been eliminated from the process.

After service care

All work commissioned through us, whether financed by clients or subsidised through the grant system, carries a statutory twelve month guarantee. If any defects arise during this period we will arrange for the contractor to put things right. Once this initial guarantee period has expired, clients become responsible for future maintenance and will have to pay for any future repairs.

Some items (eg electric showers) offer an extended manufacturer's guarantee. In most cases, a client will have to pay the necessary premiums if they wish to take this out.

The Handyperson Service

Our Handyman undertakes minor repairs and maintenance works that are too small for general contractors to price, but are too difficult for older and disabled clients to tackle on their own. There is an hourly labour charge plus the cost of materials. On completion of the works you will be invoiced by the Care & Repair Agency. Typical jobs will take around two hours and examples include:

- Clearing out gutters.
- Flat-pack assembly.
- Securing loose carpets.
- Installing grab rails and galvanised rails.
- Fitting key safes.
- Installing staircase handrails.
- Minor plumbing works.
- Minor carpentry.

- Putting up shelving.
- Installing door chains, bolts, spy holes and window locks.
- Installing curtain rails and blinds.

This is a very popular service, so we cannot offer a same day service, although priority will be given to urgent cases where health and safety is an issue.

If the job is too large for the handyman to undertake he will refer it back to us where staff will help find another solution.

What are your rights if you choose to use Tandridge Care and Repair Service?

- To be assisted fairly, politely and equally, regardless of ethnic or national origin, age, religion, gender or sexuality.
- To be consulted about key decisions that affect your home and to influence the service you receive eg choice of contractor, an agreed outcome and possible alternative solutions to achieving that outcome, building start dates and how to tackle any unforeseen complications that may arise during the course of a job.
- To discuss concerns or worries.
- To challenge or reject our advice.
- To be kept informed of key developments throughout the process.
- To have your needs reviewed while receiving our services so we can adapt works, wherever feasible, should your circumstances / requirements change.
- To privacy – your personal details will remain confidential to Care & Repair staff and to any other organisations that become involved in delivering your care needs.
- To complain if you think you have received a poor service. In the first instance, complaints should be directed to the Care and Repair Manager.
- To be protected from abuse -we appreciate the majority of our clients are vulnerable and trust our staff and contractors to behave with the utmost integrity.
- To help us improve the service by providing constructive feedback through our customer satisfaction surveys and to attend Steering Group meetings as a 'user representative'.

What are your responsibilities if you choose to use the Care and Repair Service?

- To respond within given deadlines when we require your input (eg agreeing to a proposed schedule of works, evaluating tenders or selecting a contractor).
- To inform us if, for any reason, your personal circumstances or needs change.
- To co-operate with agency staff and contractors (including allowing them into your home).
- To pay any fees to us and any contractor within due dates.
- To pay for the maintenance and repair of equipment following the expiry of the initial guarantee period.

For more information please contact:

Tandridge Care & Repair Agency
Tandridge District Council
8 Station Road East
Oxted, Surrey RH8 0BT
Telephone: 01883 722000

e-mail: customerservices@tandridge.gov.uk

www.tandridge.gov.uk/careandrepair

Contacts for other services that you may find useful

Meals on Wheels - 01883 347230

This referral only service involves the delivery of hot and frozen meals to the homes of elderly/vulnerable residents. The service is coordinated by Tandridge District Council.

Douglas Brunton Centre, Park Road, Caterham - 01883 347230

This popular council owned centre provides, leisure and social activities for the over 55s. Activities and services include a bathing service, hairdressing, chiropody, a lunch club, library and computer suite.

Community Alarm Service - 01883 716636

If you are elderly, ill or disabled this council service gives you the benefit of a 24-hour emergency alarm system in your home for 365 days a year.

Other contacts

Benefits Agency, Redhill
0800 055 6688

Voluntary sector organisations
01883 722593 (Tandridge Voluntary Service Council)

NHS 111 is the new free 24 hour non-emergency advice and health information service

Community Transport Schemes
01883 732791

Citizens Advice Bureau

Caterham & Warlingham: 01883 344777

Oxted: 01883 715525

Edenbridge: 01732 865131

Horley: 0870 1264196

Redhill: 0844 477 9394