

- ⇒ Electrical re-wiring.
- ⇒ Damp proofing.
- ⇒ Roofing and chimney maintenance and repairs.
- ⇒ Security measures e.g. lock changes, door chains and spy holes.
- ⇒ Fitting smoke alarms and home safety advice.

Please remember that we are here to help you repair, adapt and improve your home.



Home Improvement Agency



Home Improvement Agency Service

Epsom & Ewell Borough Council's Home Improvement Agency
Town Hall, The Parade, Epsom, KT18 5BY

Call 01372 732000, email HIA@epsom-ewell.gov.uk or visit www.epsom-ewell.gov.uk

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Welcome to your Home Improvement Agency Service

Our aim is to help Epsom & Ewell residents (*owners and tenants*) to access services that will help them to continue to live comfortably and independently in their homes.

We are here to help a wide range of people including older people, those on a low income or benefits and people with a disability.

Our commitment to you

We will support you through the repair, maintenance, improvement or adaptation of your home and help you access funding for the work, including using grants and other forms of funding.

If you are awarded a grant or financial assistance we will help and support you through the whole process and keep you fully up-to-date as matters progress. We aim to provide the highest standards of customer care and be open and fair.

We are able to offer help or advice on such matters as adaptations, repairs, energy efficiency and benefit entitlement. Please contact us on 01372 32000 for further information on individual grants and services to help with adaptations and repairs (*grants may be subject to eligibility criteria*).

We will help you complete the application form and any other forms you may need. We can also help in obtaining proof of your benefits, finances and any other information in support of your application (*for example; bank statements, pension books, statements and so on*).

We will arrange an inspection and, if necessary, a joint visit with an occupational therapist to see what work is needed. We will produce a schedule of work and obtain quotes from up to three of our listed contractors. You will be advised of their names (*you can of course obtain your own estimates if you prefer*).

We will provide advice on choosing the best contractor to carry out the work, provide help during the works to ensure you are satisfied and once all the work has been completed release the payment to the contractor.

Whatever your circumstances, we are here to help and we can visit you at home to help with:

- ⇒ Advice on benefit entitlement.
- ⇒ Adaptations - stair lifts, level access showers, access ramps and ground floor extensions.
- ⇒ A property inspection to identify the repairs and improvements needed.
- ⇒ Estimates for work and competitive prices.
- ⇒ Reputable contractors that you can trust.
- ⇒ Access to a range of financial assistance and other ways to fund works such as equity release.
- ⇒ Management of contractors on site to ensure a quality job.
- ⇒ Handyman Scheme - for help with odd jobs around the home like changing a light bulb or putting up a shelf.
- ⇒ Community Alarm Service - 24 hour help at the touch of a button.
- ⇒ Home security advice - to make people and their homes safe from crime.
- ⇒ Energy efficiency advice - information on grants available to assist to save energy and save money.
- ⇒ Information on other helpful agencies and partners (e.g. Citizens Advice Bureau (CAB), Age Concern).

Here are just some of the jobs we help local residents with:

- ⇒ Fitting hand-rails and grab-rails.
- ⇒ Improving access to properties.
- ⇒ Plumbing jobs.
- ⇒ New kitchens, bathrooms and windows.
- ⇒ Decorating and plastering.
- ⇒ Adaptations to properties such as stair lifts, level access showers and access ramps.
- ⇒ Energy efficiency, heating systems, insulation and draught proofing.