



London Borough
of Hounslow

Care and Repair

An advisory and support service to help disabled and older residents repair and improve their homes

www.hounslow.gov.uk



020 8583 3878



Foundations
THE NATIONAL BODY FOR
HOME IMPROVEMENT AGENCIES

What is Care and Repair?

The Care and Repair service helps disabled and older residents to repair, improve and adapt their properties. We aim to take away some of the stress and disruption you may experience when carrying out repairs and improvements to your home. We can help you by offering confidential advice, support and expertise.

Who can receive the service?

This service is available for residents who live in the borough of Hounslow and meet **one** of the following criteria:

- over 70 years old
- a single parent family with a disabled child
- living with a disability or severe health problem

What sort of work do we help with?

We can help you to organise small or large work such as:

- repairing leaking gutters
- re-roofing
- electrical rewiring
- replacing taps
- converting a bathroom into a level access shower room
- installing ramps and stairlifts

examples of work we can do:



stairlift installation



re-roofing



level access shower conversion

How else can we help?

- maximising income
- energy efficiency advice
- signposting you to other local services such as handyperson schemes, Help in Hounslow and occupational therapists
- exploring other housing options
- home safety checks



help in hounslow
advice information advocacy

0300 012 0246

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 work will be charged.

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: **020 8583 3878**
- email: homeimprovements@hounslow.gov.uk
or
- completing the tear off form at the end of this leaflet and returning it to:

**Care and Repair
Community Services
London Borough of Hounslow
Civic Centre
Lampton Road
Hounslow
TW3 4DN**

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

Care and 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 different 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 residents who live in the London Borough of Hounslow and meet one of the following criteria:

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

(Please tick appropriate box)

Name:

Date of birth:

Address:

Postcode:

Telephone:

Mobile :

E-mail:

- Please confirm, by ticking the box, that you own this property (or have repairing responsibilities, if you are a tenant.)

Please tick the appropriate box(es) to indicate the type of work 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**