

What happens after I contact you?

- We will ask for some information about you and how you would like the Agency to assist you.
- An Agency caseworker will contact you and arrange a visit to your home to explain the service in detail and offer advice about benefits, grants and sources of private finance.
- The caseworker can assist you to complete any application forms that are needed.
- Then an Agency surveyor will visit your home to prepare a detailed specification and estimate for building works.
- After any grant or other financial assistance is approved or agreed the Agency will make applications for any planning permission or building control approval that is needed.
- The Agency then arranges to visit you with a builder from the approved list and a date is agreed to start work.
- Once the builder starts, the Agency surveyor will visit and supervise the work until it is properly completed.
- The Agency then makes the arrangements for the builder to be paid.



If you have difficulty understanding this booklet please visit Housing Services at the address below where we can arrange a telephone interpreting service. English

Nese keni veshtersi per te kuptuar kete botim, ju lutemi e jani ne receptionin ne adresen e shenuar me poshte ku ne mund te organizojme perkthime nepermjet telefonit. Albanian

إذا كانت لديك صعوبة في فهم هذا المنشور، فنرجو زيارة الإستقبال في العنوان المعطى أدناه حيث بإمكاننا أن نرتب لخدمة ترجمة شفوية هاتفية. Arabic

এই প্রকাশনার অর্থ বুঝতে পারায় যদি আপনার কোন সমস্যা হয়, নিচে দেওয়া ঠিকানায় রিসেপশন-এ চলে আসুন যেখানে আমরা আপনাকে টেলিফোনে দোভাষীর সেবা প্রদানের ব্যবস্থা করতে পারবো। Bengali

اگر در فهمیدن این نشریه مشکلی دارید لطفاً به میز پذیرش در آدرس قید شده در زیر مراجعه نمایید تا ترتیب ترجمه تلفنی برایتان فراهم آورده شود: Farsi

જો તમને આ પુસ્તિકાની વિગતો સમજવામાં મુશ્કેલી પડતી હોય તો, કૃપયા નીચે જણાવેલ સ્થળના હિસેબના પર આવો, જ્યાં અમે ટેલિફોન પર ગુજરાતીમાં ઈન્ટરપ્રિટિંગ સેવાની ગોઠવણ કરી આપીશું. Gujarati

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਪਰਚੇ ਨੂੰ ਸਮਝਣ ਵਿਚ ਮੁਸ਼ਕਲ ਪੇਸ਼ ਆਉਂਦੀ ਹੈ ਤਾਂ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਪਤੇ ਉੱਪਰ ਰਿਸੈਪਸ਼ਨ 'ਤੇ ਆਓ ਜਿੱਥੇ ਅਸੀਂ ਟੈਲੀਫੋਨ ਤੇ ਗੱਲਬਾਤ ਕਰਨ ਲਈ ਇੰਟਰਪ੍ਰਿਟਰ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ। Panjabi

اگر آپ کو اس اشاعت کو سمجھنے میں کوئی مشکل ہے تو، براؤ کر کے نیچے دیئے ہوئے ایڈریس کے استقبالیے پر جا کر ملیئے، جہاں ہم آپ کیلئے ٹیلیفون انٹر پریٹنگ سروس (ٹیلیفون پر ترجمانی کی سروس) کا انتظام کر سکتے ہیں۔ Urdu

If you would like a copy of this document in braille, large print, or an audio tape please contact us on (020) 8891 7436.



CUSTOMER SERVICE EXCELLENCE



INVESTOR IN PEOPLE

Wandsworth & Richmond Home Improvement Agency



What is the Wandsworth & Richmond Home Improvement Agency?

The Wandsworth & Richmond Home Improvement Agency has developed as a partnership between Wandsworth Council and Richmond upon Thames Council. The Agency was established in Wandsworth in 1986 and was extended to Richmond in 2004. It is part of a national network of 318 agencies.

The Agency provides support to clients to enable them to remain independent in their chosen home for the foreseeable future. Our assistance may include instructing and supervising builders and providing advice on finding appropriate finance.

We have two teams of surveyors, caseworkers and administrative staff based in offices in Twickenham and Wandsworth. The teams have considerable experience from helping more than 3,000 homeowners and private tenants to arrange home repairs, adaptations or improvements that have enabled them to remain warm, safe and secure in their own homes.

How does the agency help?

Advice and Support:

- The Agency can assist people to identify the problems with their home and how these may be tackled. This could include a review of all housing options open to the client including advice on legal entitlements, welfare benefits, financial matters and other support services which the client may need to enable them to remain in their home.
- Private tenants may be referred to our regulatory service to get their landlords to carry out repairs.
- The Agency may also help clients access services offered by the Council or other organisations, such as:
 - **Age Concern Handyperson Schemes:** Carry out small home repairs for low income or older households or people with disabilities.
 - **Energy Efficiency Projects:** Help vulnerable people to identify and pay for measures to improve energy efficiency in their homes.
 - **Home Security Schemes:** Help install home security measures such as door and window locks, door chains, viewers and external lighting in the homes of vulnerable people.

Financial matters:

- There may be Council grants to help with the cost of repairs or improvements. The Agency caseworker can help eligible clients to apply.
- The Agency's caseworker supports clients who need to access alternative sources of finance. This may include raising loans against the equity of their property through our Houseproud partnership and ensuring that people receive appropriate independent financial advice.

Repairs, adaptations and improvements:

- An Agency surveyor offers clients guidance about work needed in their homes and prepares specifications and estimates for the client.
- Jobs undertaken can range from single or minor items to major repairs or improvements.
- The Agency also helps to make adaptations to existing homes or to build extensions for people with disabilities. Historically the majority of Wandsworth clients needing disability adaptations use the Agency.
- An Agency approved builder completes work under the supervision of an Agency surveyor.
- All the Agency's builders are constantly checked and monitored to ensure their work is satisfactory.

Who can use the Home Improvement Agency?

Any owner-occupier or private tenant living in the London Boroughs of Richmond upon Thames or Wandsworth.

Do I have to pay for the agency services?

There is no charge for an enquiry and initial consultation in your home. There is a fee if you are going to have building work carried out. If you receive a grant the fee may be included in the grant. Otherwise it will be included in the estimate prepared by the Agency Surveyor.

How do I contact you?

Wandsworth & Richmond Home Improvement Agency

Richmond upon Thames Council:

Housing Services
Room 110A Civic Centre
44 York Street
Twickenham, TW1 3BZ

Telephone: (020) 8891 7436

Fax: (020) 8891 7476

Minicom: (020) 8891 7404

Email: hia@richmond.gov.uk

Website: www.wandsworth.gov.uk

Reception: Civic Centre, 44 York Street
Twickenham, TW1 3BZ

