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Barnet Care & Repair Agency
Environment and Neighbourhood Services
Building 4
North London Business Park
Oakleigh Road South
London
N11 1NP.

Complaint Solutions

If you have a complaint about any of our services, please contact the person who has been dealing with your enquiry and you will receive a response within ten working days. If you are still not satisfied, please contact Kate Solomon, **Care & Repair** Manager 020 8359 7463

Your complaint may be about:

- Something we have not done which we promised to do
- Our failure to meet timescales
- If you feel you have been treated unfairly or impolitely

If you are satisfied

If you are pleased or impressed with the service you have received, we would like to receive positive feedback too.

Positive comments can be as useful as negative ones in helping us to plan and improve our service. Please send these comments to the person involved in your enquiry or to Kate Solomon.

Equal access

Barnet Council believes all users of the **Care & Repair** services should not receive less favourable treatment on any grounds such as their age, sex, disability, ethnicity, faith or sexual orientation.

We believe in using plain language. If there is anything in this leaflet that you do not understand, please let us know.

If you require this information in large print, Braille or recorded on audiotape, please contact the Care & Repair Team Assistant on 020 8359 7462

Supporting people to live
independently at home



A service for vulnerable
older people and adults
or children with disabilities
living in the private sector

Barnet **Care & Repair** Agency
is supported by



A Home Improvement
Agency funded by the



OFFICE OF THE
DEPUTY PRIME MINISTER

What is the Care & Repair Agency?

A service for vulnerable older people and adults or children with disabilities living in the private sector. Care & Repair will assist you to complete adaptations or repairs to your home to enable you to live independently in safety and comfort.

How does the scheme work?

- We would start by visiting you at home, with no obligation to you.
- We would check you are receiving all the benefits you are entitled to and help you apply for those you are not receiving.
- We would inspect your house and discuss with you the work that could be carried out and how we can help.

It is your decision then whether you wish to have all or some of the work carried out and if you require our assistance.

If you do decide to go ahead, we will:

- prepare plans and specifications of work relating to the jobs you require.
- liaise with your OT when designing adaptations for you.
- help you to get quotations from reliable contractors.
- help you apply for any financial assistance available to you.

- supervise the work from beginning to end until it is completed to your satisfaction.
- help you cope with any problems that may arise.
- carry out frequent inspections to make sure our standard of work is met.
- liaise with contractors and other organisations over payment.
- involve you at every stage of the work.

What financial assistance may be available to help me?

There is a variety of funding which may be available to you, and we can help you explore the possibilities.

For example:

- Minor Adaptations Grant
- Disabled Facilities Grants
- Houseproud loans or equity release
- Charitable assistance
- Insurance claims

Care & Repair fees

The **Care & Repair** initial assessment visit is FREE and there is no means test or upper savings limit applied to receive **Care & Repair** information, support or advice.

Care & Repair will, however, charge a fee for any works we organise or supervise at your home.

Where the work carried out is paid for by a council grant then the fees are met by the grant. Therefore, most people will get the work done FREE without paying a fee.

10 percent for works under £2,000.
15 percent for works over £2,000.

If you are paying for the work privately then you will need to pay the fee yourself. However, this will be discussed and agreed with you before we ask you to sign the **Care & Repair** agreement.

Will I have to wait for the service?

Due to demand for our service, it is sometimes necessary for us to hold a waiting list. We will let you know by letter that we have received your request.

Some building works take longer than others, depending on how complex or extensive. Your **Care & Repair** officer or surveyor will be able to give an indication of the timescale for the work.



If you would like help from Barnet's **Care and Repair** Agency please complete and return this form or contact us on
Telephone 020 8359 7462
Fax 0870 889 6800

- I wish to pay for the work myself, but need **Care & Repair** assistance to obtain estimates and supervise the work.
- I wish to apply for a local authority grant to fund the work.
- Please send me a list of contractors to contact for my building work. I do not need **Care & Repair** assistance.
- Please send me details of the Handy persons service who can carry out small tasks.

- I am over 60, vulnerable and/or disabled
- My child has a disability
- I own my own home or rent privately
- I wish to receive a visit from the Barnet **Care & Repair** Agency
- Please send me more information on the **Care & Repair** Agency

Name

Address

Telephone

Request

All enquiries will be treated in strictest confidence by the **Care & Repair** Team.

To help us advertise our service effectively, please tell us where you picked up this leaflet.