

If you do not wish to proceed

You may cancel the agreement for our services at any time by writing to us, but you may have to pay back any money that has already been spent and abide by any agreements entered into with other agencies.

A quality service

We are independently assessed by Supporting People to ensure that we can provide you with a high quality service. A copy of the assessment will be available upon request, along with any of our policies or procedures.

Improving the service we provide

We are always looking at our service to make sure that it is working in the best way for you.

When your works are complete we will ask you to complete a simple questionnaire based upon your experience of our service. You will also have the chance to meet with some of our other clients to discuss how we might do things better in the future.

If you make a suggestion, we will let you know how we have used it to improve the service.

Complaints and compliments

If things are not going well with the service, you feel that we are not doing our job properly,



or have any other problems please tell us and we will try to put things right.

Alternatively you can contact the Private Sector Housing manager either in writing or by telephone on 01432 260710.

If you are still dissatisfied, Herefordshire Council has an established complaints procedure. Please ring the Customer Services team on: 01432 260500.

We are also happy to hear when things go well and whether you have any suggestions to improve our service in the future. If you would like to get more involved in improving the services we deliver please let us know.

Our policies

Herefordshire Council has a range of policies to ensure that when you use our service you will be:

- Treated politely and not discriminated against because of your race, nationality, religion, age, gender, sexual orientation or disability
- Not hurt, bullied or harmed in any way in your home
- Safe at all times
- Able to talk about personal and private things with Agency staff without them telling anyone else, unless you agree

We want to provide a fair service to everyone, whatever their background. Tell us if you think we are not and we'll try to put it right.

Our staff

All of our staff are committed to providing you with a quality service. We make sure that all our staff are managed and trained to give you the help and advice you need and check to ensure that they are honest and trustworthy.

Any other information

Please contact the Home Improvement Agency on 01432 260710 if you have any other questions or queries.
Email: yah@herefordshire.gov.uk

If you would like help to understand this document, or would like it in another format or language, please call Private Sector Housing on 01432 260757 or e-mail yah@herefordshire.gov.uk

You at Home Client Handbook

You at Home

Private Sector Housing Promoting warm and safe homes in Herefordshire



(HFD - 218)

designed by communications, 'Brockington', 35 Hatford Road, Hereford, HR1 1SH

Welcome to You at Home, the home improvement agency run by Herefordshire Council. We hope that you find our services useful and our staff professional, polite and friendly.

We will work as a team with you and other organisations to make sure that you get the most from our service, and the best possible result for you.

This handbook will tell you how our service works and what you can expect from us.

How we help

Our services help people to stay warm, safe and independent in their own home by arranging repairs, improvements or adaptations. The kind of work we help people carry out can range from small repairs like fitting new locks, to major adaptation works like building a ground floor shower room. For people who feel that their home may no longer be suitable, we can also offer information, advice and assistance on options for moving.

The service is for residents of Herefordshire who are aged 60 or older, disabled or on a low

income. We respect that your home is your home – we are here to give you choice, dignity and control in how you live there.

What we can do for you

We will agree with you the support that you need by:

- Helping you to identify the work required with good information and advice
- Talking about the options for getting the work done
- Checking if you could claim welfare benefits
- Working out how the work could be funded
- Taking into account the needs of carers or other family members
- Writing down exactly what “support” we will provide

When we have agreed with you what needs to be done, we can:

- Provide drawings and specifications as required
- Work with other organisations on your behalf
- Seek quotations and organise on your behalf a good quality builder from our registered contractors list
- Sort out any problems with the building work on your behalf
- Provide practical and moral support while the works are being carried out

- Ensure that the works are completed satisfactorily

Finally, we will look back at everything that has happened to make sure that we have done everything we set out to do.

Even if we still can't help, we will try to find someone who can.

What we ask of you

We may need to ask you for information about your home, your needs or your situation. We may also ask you to provide certain documents such as bank statements, pension books or benefit details. This information is needed to help us to help you the best we can, and may need to be shared with other organisations.

Our service is totally confidential, so you can be assured that your consent will be obtained before any information is shared with anyone else.

If your circumstances change and you would like us to look again at what we are doing, we will be only too happy to discuss your needs. It's your choice that matters and we will not make any decisions on your behalf. We will provide you with support to allow you to make your own decisions.

We always ask that you treat our staff and any contractors politely and with respect. We reserve the right to end our service if you are threatening or abusive. We also ask that you are honest with us and any other agencies working on your behalf.

How much does it cost?

We will be happy to help you get information on the different ways of paying for building work. If you are on a low income or receive a means tested benefit such as Pension Credit or Council Tax Benefit you may qualify for a grant from the Council or a Kickstart loan. The Agency can apply for a grant or Kickstart loan on your behalf, filling in all the forms and talking with any other organisations involved.

The Agency doesn't charge for advice, which you are free to accept or reject. If you decide to go ahead with repair works covered by a Kickstart loan the Agency doesn't charge a fee. If you are having disabled adaptations through a grant, we will need to charge a small fee based on the cost of the work.

However, this fee can be included as part of any grant to which you may be entitled to.

We will always tell you if you have to make any payments before we commit you to anything.

