



Help is available to improve your home

The Housing Renewal Services Team

This leaflet sets out the help available to homeowners, private tenants and landlords for the repair or improvement of their homes.

We believe it is the primary responsibility of the owner to maintain their home, however we realise that sometimes people need help. Our policy is designed to ensure people receive help with housing according to their need. This could be in the form of advice, practical or financial help.

We aim to improve people's living conditions through a combination of:

- Advice
- Grants and loans
- Disabled Adaptations
- Relocation options
- Home Improvement Agency services
- Partnership Working with other agencies

Advice

We will offer advice to ensure you are connected to the appropriate organisation that can provide the level of service required to meet your needs.



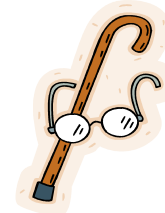
Grants and Loans

Financial assistance could be available to repair or improve your home. We will undertake a means test to determine your eligibility and the level of assistance available to you.



If you have an emergency such as no hot water or unsafe electrical wiring a grant of up to £3,000 could be available. Where more major works are identified to bring the house up to modern standards assistance over the £3,000 grant can be provided through an interest free loan, secured on the property, which would be repayable when you sell the property.

Disabled Adaptations



If you or a member of your family has a disability, you can apply for a Disabled Facilities Grant (DFG). This grant is available for adaptation works that will help you to live safely and independently at home. You must have an assessment of your needs carried out by an Occupational Therapist (OT).

To request an assessment, contact the Norfolk Social Services Access Service on 0844 800 8014. If you qualify for assistance the OT will make a recommendation to the Council, detailing the adaptations you need. The maximum grant payable is £25,000. If the cost of the adaptation works is more than this, the Council will discuss your options with you.

Relocation

If improving or adapting your home to meet your needs is not practical, or cost effective, we might offer an equity loan, to help you move to a more suitable property. The Council would help you buy your new home with a secured loan, which would be repayable when you sell the property.



Home Improvement Agency



The Council runs a Home Improvement Agency called Safe at Home who can help you through the process of getting your works or adaptations done. They can offer help with filling in paperwork, offer advice about the best way to pay for the works and

find reliable builders to carry them out.

A **Handyperson** service is also available for homeowners and private tenants who are over 60 or registered disabled or receiving certain benefits. This offers home safety checks and small works round your home. Contact Safe at Home on 01493 846190 for details. A list of other agents who may offer a different service is available from the Renewal Services Team.

Heating and Energy Efficiency

Grants from Warm Front are available for heating or insulation improvements if you are receiving certain income or disability related benefits.



Security for your home



Norfolk PACT can provide security measures, such as the fitting of door and window locks, if you are over the age of 60, or you are in receipt of an income-related benefit or you have been the victim of a burglary.

Yare Care Community Alarms

Grants are available for providing a telephone and pendant linked to our control centre which provides a 24-hour response service, particularly for people on their own, people with a disability, or those at risk.



Landlords



If you already rent a property or have an empty property you would like to bring back into use, you could apply for assistance. The level of help will depend on the standard of accommodation to be provided and we could also provide lease back, or management options in return for tenant's nomination rights.

Useful contact numbers

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| The Renewal Team | 01493 846371 |
| Safe at Home | 01493 846190 |
| Social Services Access Service | 0844 800 8014 |
| Norfolk PACT (security work) | 01953 424727 |
| Yare Care Community Alarms | 01493 852784 |
| Warm Front (heating & insulation) | 0800 952 1555 |
| Environmental Health | 01493 846478 |

More detailed information and a copy of the Private Sector Housing Renewal Policy is available on the Council's web-site at www.great-yarmouth.gov.uk/housing.

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