Assistance with Repairing and Improving your Home

Cuideachadh le bhith a’ Càradh is a’ Leasachadh do Dhachaigh
Introduction

This leaflet is for people living in privately owned housing. It tells you about The Highland Council’s Scheme of Assistance, and explains how we can help with maintaining and repairing your home.

If you rent your home privately, or from the Council or a Housing Association you should ask your Landlord about the help they offer.

The Highland Council has a team of Technical Officers who are available to offer advice, practical and in some cases, financial assistance.

We also offer additional support through the Handyperson and Care and Repair Services for people aged over 65 and for people of any age with a disability.

The Scheme also offers assistance with disabled adaptations to your home. Detail can be found in our “Assistance with Adaptations to your Home” leaflet.

I need information on how best to maintain my home

Maintaining Your Home - A Basic Guide to Owners gives advice on property maintenance and repair. It is available from your local Service Point and a variety of other locations.

You can also find information online at www.highland.gov.uk
My house needs minor repairs

The Highland Council Technical Officers can offer advice on property maintenance and preventative measures; they can help you to identify and prioritise works; and they can advise you on how to find an appropriate contractor.

You can contact your local Technical Officer using the contact information at the back of this booklet.

Additional support with minor repairs

Highland Handyperson Service
Seirbheis Neach-goireis na Gàidhealtachd

The Handyperson Service is for people aged 65 or over who have difficulties with carrying out small jobs around the house, and for people of any age with a disability.

Each Handyperson is fully equipped with tools and a van and will only charge for the materials used to complete the agreed work, which is generally small tasks such as changing light bulbs and tap washers, putting up shelves, and fitting smoke/carbon monoxide alarms.

You can contact your local agent directly using the contact information at the back of this booklet or through their leaflet which can be found online at www.highland.gov.uk or at various places including your Local Service Point.

Clients can also be referred if they have been visited by a Technical Officer, Social Work or NHS Occupational Therapy Practitioner.
My house needs major repairs

Where disrepair is more severe, the Technical Officer can assess the property’s condition against a list of elements such as dampness or structural stability, and grade it according to the scale and severity of any problems found.

Using the property condition assessment they can help you to identify and prioritise works; and talk to you about managing the works, finding the right contractor, and other available sources of assistance.

If the result of the property condition assessment is that the works required are major, the Technical Officer may assess you for financial assistance towards the work.

You can contact your local Technical Officer using the contact information at the back of this booklet.

Additional support with major repairs

Care & Repair Service
Seirbheis Cùraim & Càraidh

The Care and Repair Service is for people aged 65 or over, and for people of any age with a disability.

The service is in place to help you make applications for grant assistance, find your contractor for you, obtain quotes for the work, and to manage the works on your behalf.

You can contact your local agent directly using the contact information at the back of this booklet or through their leaflet which can be found online at www.highland.gov.uk or at various places including your Local Service Point.

Clients can also be referred if they have been visited by a Technical Officer.
Is my property eligible for financial assistance?

The Scheme places initial responsibility for paying for repairs and improvements firmly with those responsible for the upkeep of the property, offering advice, signposting and practical support to assist. We do not offer financial assistance for repairs and improvements to landlord owned properties.

The property condition assessment undertaken by the Technical Officer tests your property against various elements of disrepair, and records the scale and extent of that disrepair.

The assessment records a score which tells us how badly your property is affected, and allows us to prioritise applications to make sure that assistance is targeted towards the worst cases of disrepair.

In cases where the assessment score exceeds a set threshold, financial assistance in the form of grant may be offered but not before other options have been explored, such as the owner using their savings or exploring mainstream borrowing where appropriate.

How much will I get?

The Highland Council have set an approval limit of £20,000 on eligible works. Generally, applicants whose properties need more works than this will have their case reviewed, and may also be considered for alternative Housing Options.

The level of award we can make will be dependant on the outcome of a Test of Resources which assesses the financial circumstances of the applicant, their spouse or partner, and any other owners to determine the level of financial assistance required.

Any financial assistance offered will be capped at £10,000.

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Housing Options

The Highland Council needs to ensure that works to property are sustainable, as well as being cost effective. There is a resistance to implementing reactive “quick fix” solutions where a longer term solution might be more appropriate.

In some cases the proposals may not be sustainable, in that assessed needs may be likely to change, or the property is likely to deteriorate further despite the recommended works, in which case we may suggest an alternative to undertaking the work; for example revising the scope or focus of the work; referral for a more detailed assessment; or support for the applicant to leave an unsuitable property and live elsewhere.

For more information visit www.highland.gov.uk/housingoptions

I need help to pay for my repairs

Hardship Assistance

We have the facility to remove the grant cap for applicants who are in receipt of Income Support or the Guarantee Element of Pension Credit, whose Test of Resources records a need for 80% grant or more. The Technical Officer will explain this to you.

How do I apply?

You can contact your local Technical Officer using the contact information at the back of this booklet.
Contact Details

Inverness, Nairn, Badenoch and Strathspey

Highland Council Technical Officer
Inverness: Tel: 01463 703968
Nairn: Tel: 01667 703632
Badenoch and Strathspey: Tel: 01540 664911
Email: env.health@highland.gov.uk

Handyperson Agent
Cairn Housing Association: Inverness, Nairn, Badenoch and Strathspey
Tel: 01463 220666
Web: www.cairnha.com

Care In Strathnairn: Strathnairn
Mobile: 07936 738930
Email: info@careinstrathnairn.org.uk

Volunteering Highland: Inverness, Nairn, Badenoch and Strathspey
Tel: 01463 711393
Email: Inverness@volunteeringhighland.org

Care and Repair Agent
Cairn Housing Association
Tel: 01463 220666
Web: www.cairnha.com

Highland Council Social Work Services
Inverness: Tel: 01463 798337
Nairn: Tel: 01667 453591
Badenoch and Strathspey: Tel: 01479 812618
Contact Details

Ross and Cromarty

Highland Council Technical Officer
Tel: 01349 868440
Email: env.health@highland.gov.uk

Handyperson Agent
ILM Highland
Ross and Cromarty: Tel: 01349 884774
Email: ilm@ilmhighland.co.uk
Wester Ross: Tel: 01445 781312
Email: westrosscare@ilmhighland.co.uk

Care and Repair Agent
ILM Highland
Ross and Cromarty: Tel: 01349 884565
Email: rosscare@ilmhighland.co.uk
Wester Ross: Tel: 01445 781312
Email: westrosscare@ilmhighland.co.uk

Highland Council Social Work Services
Alness: Tel: 01349 880904 or 01349 867915
Dingwall: Tel: 01349 868700 or 01349 867915

Sutherland

Highland Council Technical Officer
Tel: 01408 635325
Email: env.health@highland.gov.uk

Handyperson Agent
ILM Highland
Tel: 01549 402798
Email: suthcare@ilmhighland.co.uk
Contact Details

Sutherland continued

Care and Repair Agent
ILM Highland
Tel: 01549 402679
Email: suthcare@ilmhighland.co.uk

Highland Council Social Work Services
Tel: 01408 635360

Caithness

Highland Council Technical Officer
Tel: 01955 607737
Email: env.health@highland.gov.uk

Handyperson Agent
Pentland Housing Association
Tel: 01847 892507
Email: pha@pentlandhousing.co.uk

Care and Repair Agent
Pentland Housing Association
Tel: 01847 892507
Email: pha@pentlandhousing.co.uk

Highland Council Social Work Services
Wick: Tel: 01955 605040
Thurso: Tel: 01847 893835
## Contact Details

### Skye

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<tbody>
<tr>
<td>Highland Council Technical Officer</td>
<td>Highland Council Technical Officer&lt;br&gt;Tel: 01478 612727&lt;br&gt;Email: <a href="mailto:env.health@highland.gov.uk">env.health@highland.gov.uk</a></td>
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<tr>
<td>Handyperson Agent</td>
<td>Handyperson Agent&lt;br&gt;Lochalsh and Skye Housing Association&lt;br&gt;Tel: 01478 612035&lt;br&gt;Email: <a href="mailto:info@LSHA.co.uk">info@LSHA.co.uk</a></td>
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<tr>
<td>Care and Repair Agent</td>
<td>Care and Repair Agent&lt;br&gt;Lochalsh and Skye Housing Association&lt;br&gt;Tel: 01478 612035&lt;br&gt;Email: <a href="mailto:info@LSHA.co.uk">info@LSHA.co.uk</a></td>
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<tr>
<td>Highland Council Social Work Services</td>
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<tr>
<td>Highland Council Technical Officer</td>
<td>Highland Council Technical Officer&lt;br&gt;Tel: 01349 707006&lt;br&gt;Email: <a href="mailto:env.health@highland.gov.uk">env.health@highland.gov.uk</a></td>
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<tr>
<td>Handyperson Agent</td>
<td>Handyperson Agent&lt;br&gt;Lochaber Housing Association&lt;br&gt;Tel: 01397 706333&lt;br&gt;Email: <a href="mailto:info@lcr.org.uk">info@lcr.org.uk</a></td>
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<tr>
<td>Care and Repair Agent</td>
<td>Care and Repair Agent&lt;br&gt;Lochaber Housing Association&lt;br&gt;Tel: 01397 706444&lt;br&gt;Email: <a href="mailto:info@lcr.org.uk">info@lcr.org.uk</a></td>
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<td>Highland Council Social Work Services</td>
<td>Highland Council Social Work Services&lt;br&gt;Tel: 01397 703397</td>
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Radon Gas

HPA offer free Radon Gas testing for properties in an area with a high reading probability of 5% or more. The Technical Officers can advise on this.

The Energy Assistance Package

The Energy Assistance Package is a four stage package to help maximise incomes, reduce fuel bills and improve the energy efficiency of homes. It replaces the Central Heating and Warm Deal programmes. The Energy Saving Trust will manage delivery of the package on behalf of the Scottish Government.

To find out what the package can offer you, telephone the Energy Saving Trust on 0800 512 012 or look at: www.scotland.gov.uk/housing/eap

The Crofter’s Commission

Crofters Commission,
4-6 Castle Wynd,
Inverness  IV2 3EQ
Telephone: 01463 663450

There are special grants available to Crofters via the Crofter’s Commission. One such grant is designed to assist with repairs and maintenance of property. Crofters proposing to apply for grant from The Highland Council would need to demonstrate that they have been unable to access Commission grant prior to application.

Crofters Commission,
The Business Centre (Unit 3),
Crossapol,
Isle of Tiree  PA77 6UP
Email: chgs@scotland.gsi.gov.uk
Telephone: 01879 220240
Other advice and information leaflets

Adaptations
Details on how we can help you adapt your home to meet your needs.

Maintenance
Advice on the care and maintenance of your home.

Handyperson Services

Care and Repair Services

Housing Options
Information on what alternative housing options are available in the Highlands.

All our leaflets are available locally through our Service Points and online at www.highland.gov.uk

To request this booklet in an alternative format e.g. large print, braille, computer disk, audio tape, or suitable language please contact:

Housing & Property Services,
The Highland Council, Glenurquhart Road,
Inverness IV3 5NX.

Telephone: 01463 702772

Email: housingandproperty@highland.gov.uk

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