

Home Improvement Agency Survey

Agency

Agency name	
Address	
Postcode	
Phone	
Fax	
Email	
Council area(s) covered	

Agency owned / run by: _____

Total number of staff _____

Your name / job title (for EAC use only) _____

PLEASE TICK ALL APPLICABLE BOXES BELOW
(feel free to add notes if necessary)

Client groups

- Home owners
- Private sector tenants
- Housing association (RSL) tenants
- Council tenants

- Specialist service to people with disabilities
- Service targeted at lower income people

Access to services

- Home visits routinely offered
- Services provided normal weekday hours only

- Services available outside normal weekday hours
- Office open normal weekday hours only
- Office accessible by wheelchair
- Initial home visits available, if needed

Standard services

Do you provide all of the services shown as GENERALLY AVAILABLE HIA SERVICES on the list attached?

- Yes No If No, details: _____
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Services in addition to the standard list

- Handyperson services
 - Decorating services
 - Gardening services
 - Home security advice and services

 - Falls prevention advice and services
 - Hospital discharge services
 - Services for people with specific disabilities or impairments
 - Arts and activities groups
 - 'Housing Options' service / Moving on advice

 - Advocacy
 - Befriending

 - Language interpreters available
 - Specific services to people from minority groups

 - Other services: _____
-

Any further information

- Literature enclosed

Please add anything more that you feel would be helpful to older people thinking of using your service (use separate sheet if needed).

Home Improvement Agencies (HIAs)

GENERALLY AVAILABLE HIA SERVICES

To assess someone's needs HIA staff will visit them and offer information, advice and support on:

- Problems relating to their property
- All their housing options
- Completion of any necessary forms
- Legal entitlements
- Other available support services

Finance

HIA staff will give information about financial options and their implications. They will also give practical assistance on raising funds. This will include:

- Availability of grants from statutory bodies
- Obtaining independent financial advice
- Releasing equity and accessing loans
- Accessing charitable funding
- Benefit entitlement
- The effect that certain options may have on benefit entitlement
- Insurance claims
- Savings

Technical Matters

HIA staff will give reliable technical advice, which will include:

- Home visit and inspection
- Advice on the scale and cost of any necessary works
- Help with choosing a reputable and reliable builder
- Monitoring the builder's performance
- Appropriate contracts and documentation

Other services

HIAs sometimes also provide additional services, for example, a Handyman, decorating or gardening services.