

What is the aim of the service?

Our aim is to help the elderly and those living with a disability to identify repairs and/or improvements that are required to their home and help to get these works carried out.

Please note that we are unable to help Council tenants who should contact their local Access Point or Area Housing Office for assistance.

How much will this service cost?

Moray Council's Care & Repair service is a free information and advice service. In most cases practical assistance may also be available and we can help you to obtain estimates for the works from local contractors.

If I use your service am I obliged to carry out the work?

No, you are under no obligation. You can inform us at any time that you no longer want assistance. However, you may have to pay consultant's fees if you decide not to go ahead.

Who will do the work?

We will help you to obtain estimates from suitable contractors. If necessary we will also help you contact suitable consultants who can provide plans.

Will I receive financial assistance toward the cost of the work?

Housing grant funding is very limited but some repair and improvement work may be eligible for grant funding. For work that doesn't qualify for grant funding we can still offer you our advice and information service. Every application is different and we will need to assess your individual circumstances.

How much will my home be disturbed?

Professional tradesmen will be able to complete many different types of repairs and adaptations with a minimum of disruption.

How can Moray Care & Repair Help me?

- We can offer advice and information to help you decide what repairs and improvements are needed in your home.
- We can help you get estimates for the work so that you know how much it will cost.
- If Housing Grant assistance is available we can help you to fill in the application form and in some cases we will direct you to other organisations that might be able to help you.
- If you want us to, we can arrange for a pension check to make sure that you are claiming all the benefits to which you are entitled.

What works can I get assistance with?

- Replacement doors and windows
- Repair roofs and replace gutters and downpipes
- Repair walls, pointing, harling and structural repairs
- Re - wire
- Adapt your home to suit your needs if you suffer from a disability
- Other housing repairs may also be considered

If you need information from the Moray Council in a different language or format, such as Braille, audio tape or large print, please contact Project Officer on 01343 563319 or at equalopportunities@moray.gov.uk

How do I access this service?

If you are eligible and would like to make use of this service you can contact us by phone, post or email.

Phone:
0300 1234 566 and ask for the Home Improvement Team

Write:
Environmental Services
Housing and Property
The Moray Council
PO Box 6760
Elgin
IV30 9BX
Email:
homeimprovementteam@moray.gov.uk

What happens next?

When you contact us we will arrange to visit you at home so that we can look at the work and discuss your enquiry. If we decide you are eligible to make a grant application we will also help you to fill in the form.



SCHEME OF ASSISTANCE

Moray Care & Repair Practical Assistance

- Do you live in the Moray area?
- Does your home need to be repaired.
- Are you or your partner over the age of 60 or Disabled?
- Are you a home owner, liferenter or private tenant?

If you answer YES to all of the above questions then you may be eligible for practical assistance from Moray Council's Care & Repair service

