

Spelthorne Home Improvement Agency

In partnership with



Spelthorne Home Improvement Agency offers advice, support and help to tenants and homeowners within the borough of Spelthorne who are over 60 or have disabilities.

We are a small, not-for-profit home improvement agency (HIA), funded and supported by local and central government.

Our services are intended for people who want to adapt, improve or repair their homes so they can continue to live safely and independently. We also provide an adaptations service to older or disabled housing association tenants.

What do we do?

We can help you carry out the repairs, improvements and adaptations you want in your home. We will guide you through the whole process of making decisions, organising finance, as well as arranging and overseeing the building work and other technical matters.

Jobs we can help you with include:

- level-access showers
- stairlifts
- through floor lifts
- ramps
- downstairs toilets.

What will it cost?

Our advice is free and you are under no obligation to go ahead with any work.

The costs of adaptations will often be paid for by a grant from the council, subject to a means test. There is no grant aid available for repairs.

We can also make sure that you are aware of any financial help you are entitled to, including



council grants, equity release schemes, charitable funding and government benefits.

Once you decide on the work you want to do, we can help you choose reputable builders and get estimates for the costs.

If you want us to organise and supervise the job from start to finish, we charge a fee. If you are getting a grant for the work, this will also cover our fee.

Our standards

We want to make sure that your needs and wishes come first.

We will make sure you're kept fully informed and consulted on the work and you will have the final say in all decisions.

We will be flexible, polite and professional. We work hard to provide a high-quality service and are committed to making sure you have dignity, independence, choice and control over your own life.

Contact us

If you would like more information about the Spelthorne Home Improvement Agency and how we can help you, please complete the form on the next page and post it back to us, or contact us in one of the following ways:

By email:

hiaadmin@a2dominion.co.uk

By phone:

020 8825 1759

We are open Monday to Friday, 9am to 5pm.

In writing:

Spelthorne Home Improvement Agency
Spelthorne House, Thames Street
Staines-upon-Thames, TW18 4TA



Contact the Spelthorne Home Improvement Agency

Name

Address

Email address

Telephone number

What do you need help with?

Please cut out and complete this form, and send it freepost to:

Business reply service

Licence No. SEA 0807

HIA and Adaptations Department

A2Dominion Group

Spelthorne House, Thames Street

Staines-upon-Thames, TW18 4TA

Plain English
approved

