

NORTH WORCESTERSHIRE CARE AND REPAIR AGENCY

1. The North Worcestershire Care & Repair Agency operates across North Worcestershire in the districts of Wyre Forest, Bromsgrove and Redditch. The key aim of the Agency is to help homeowners and private tenants remain safe, secure, comfortable and independent in their own homes. The Agency is non-profit making and receives money from local government and other sources to operate the service. The Agency also generates a small amount of income from fees.
2. We will endeavour to visit you within three weeks of your enquiry. Explain to you the role of the Care & Repair Agency and carry out a survey of any works required by yourself.
3. Take every effort, within the Agency's power, to find ways to meet your home improvements or adaptation needs, including finding financial assistance.
However we are unable to give legal or financial advice

4. **You do not have to use the Agency to help you through the process of getting work carried out; you may wish to do this yourself.**
5. Seek independent financial advice. We will signpost you where necessary for small jobs.
6. Act as an adviser in any dealings with builders, architects or statutory agencies and assist in obtaining quotations from builders.
7. Help you complete and submit all necessary forms to obtain funding from various sources, including Local Authority grants, where appropriate.
8. Oversee and monitor any construction works but you, as a client will be employing the contractor and therefore the Agency cannot be responsible for any failure by the contractor.
9. Make every effort to deal with any changes in your needs.

10. The advice service that the Agency offers is free. However, if you decide to go through with the building work process we do charge a fee. For most works this is calculated as a percentage of the cost of the works and can be included as a cost within a grant or loan.
11. Make a final inspection of all works carried out before payment is made.
12. Treat every client with equal respect.
13. Where English is not your first language, we will find a translation service.
14. It doesn't matter how large or small the job is, we will give you the same personal service, and make sure your home is a better place to live in once it's done.
15. If you want to know more, please ring the following telephone number according to where you live:-

| | |
|--------------------|--------------|
| Bromsgrove | 01527 534103 |
| Redditch | 01527 534106 |
| Wyre Forest | 01562 732799 |

آپ انگریزی میں مدد چاہتے ہیں - نسلیاتی رسائی

01905 25121 سے رابطہ کریں ٹیلیفون: [Ethnic Access]

ইংরেজি ভাষার বিষয়ে সাহায্য চান - এথনিক অ্যাকসেস [Ethnic Access]
এর সঙ্গে যোগাযোগ করুন, টেলিফোন: 01905 25121

'Potrzebujesz pomocy z Angielskim - skontaktuj się z
Ethnic Access Tel: 01905 25121'



www.redditchbc.gov.uk

Issued by North Worcestershire Care &
Repair Agency,
Redditch Borough Council,
Town Hall,
Walter Stranz Square,
Redditch,
B98 8AH

www.nwcareandrepair.org.uk



**A SERVICE FOR OLDER AND/OR
DISABLED HOMEOWNERS ALSO
THOSE ON A LOW INCOME, TO
ASSIST IN ORGANISING
REPAIRS / ADAPTATIONS
TO YOUR HOME.**

**FINANCIAL ASSISTANCE MAY
ALSO BE AVAILABLE**



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