

# Welcome to South Norfolk Care and Repair

A Home Improvement Agency for residents living in the South Norfolk, Broadland and North Norfolk District Council areas.

## How we help you

We aim to help people over the age of 60 who want to remain independent and continue to live in the home of their choice.

This is achieved by supporting you throughout the repair, adaptation or improvement process, enabling you to remain in your own home in a warm, safe and secure environment. This also includes helping you access appropriate financial advice.

We will consult with you to reach agreement about what you want to achieve. If we can help you we will clearly explain how that help may be given and what the likely cost implications may be. We will involve you in all decisions affecting you.

We work in partnership with you, in a relationship based on trust and respect and will consult with you and keep you involved in the process.

We will prepare for your consideration schemes based on your wishes and the surveys and assessments carried out by our officers.

The schemes will clearly state the proposed works, identify possible sources of finance and inform you of any shortfalls in funding.

We will identify other agencies and organisations that may be able to help you and, if you consent, make referrals to those organisations on your behalf. We will inform you of any developments or changes to the proposed schemes, including how those changes might affect you.

The Service will operate in accordance with South Norfolk Council's published policies including Access to Services, Data Protection, Equalities, Freedom of Information, Appeals and Complaints, copies of which will be provided on request.

## How you help us

We can only help you to achieve what you want if you co-operate with us.

The schemes we prepare for you to consider are based on the information you share with us. It is important that you ensure the information you provide us with is accurate and complete. You will need to notify us if your circumstances change.

You will need to allow officers, contractors and their agents access to your home to enable them to prepare schemes and carry out works on your behalf.

The service is intended to be a help to you, and is not mandatory. You can choose to end the agreement at any time. At all times you retain responsibility for your home, and will be responsible for any expense incurred on your behalf for which we have not been able to secure alternative funding.

South Norfolk, Broadland and North Norfolk Councils provide services to home owners and occupiers. They aim to offer everyone the opportunity of a decent home and thereby improve the health, well being and quality of life of people living in and visiting South Norfolk, Broadland and North Norfolk.

**The services include:**

- General advice
- Providing information, including alternative sources of help
- Linking people into other services and agencies
- Regulatory Enforcement
- Caravan Site Licences

**Providing direct to eligible applicants help such as:**

- Discretionary Financial Assistance
- Care & Repair Service
- Mandatory Disabled Facility Grant
- Handyperson
- Housing standards enforcement
- Resolution of domestic drainage problems
- Advice and financial assistance on energy efficiency matters (insulation, boilers, etc.)

The South Norfolk Care & Repair Service is an in-house home improvement agency operated by South Norfolk Council. In partnership with Broadland District Council and North Norfolk District Council the service is offered to residents of all three council areas.

**To Contact Us :**

**For South Norfolk Residents**

Care & Repair Officer,  
South Norfolk Council:  
Telephone: 01508 533705  
Fax: 01508 533643  
Email: hrenewal@s-norfolk.gov.uk

**For Broadland Residents:**

Care & Repair Officer,  
Broadland District Council:  
Tel: (01603) 430581  
Fax: (01603) 701859  
Email: environ.enforcement@broadland.gov.uk

**For North Norfolk Residents:**

Care & Repair Officer  
North Norfolk District Council  
Tel : 01263 516366  
Fax : 01263 515042  
Email: janerisebrow@north-norfolk.gov.uk

**South Norfolk Care and Repair  
South Norfolk House, Swan Lane  
Long Stratton, NR15 2XE**



If you would like this information in a different format, such as large print, audio, Braille or in a different language, please call us on 01508 533705 and we will do our best to help

# Care and Repair Service Users Guide

