

## HELP AND ASSISTANCE FOR RESIDENTS HOUSING STANDARDS TEAM

<b>1</b>	<b>Safe and Warm Grant</b>	<ul style="list-style-type: none"> <li>• To take people out of immediate risk or situations that may make them leave their homes.             <ul style="list-style-type: none"> <li>○ Urgent repairs</li> <li>○ Home Security</li> <li>○ Minor adaptations</li> <li>○ Loft/cavity Wall insulation</li> <li>○ Sanctuary Project</li> <li>○ Does not include works that would be a landlords responsibility</li> </ul> </li> <li>• Upto £3000 in any three year period</li> <li>• Applicants have to be in receipt of a means tested benefit</li> </ul>
<b>2</b>	<b>Decent Home Loan</b>	<ul style="list-style-type: none"> <li>• Loan for major works to bring property upto Decent Home Standard</li> <li>• Charge on property</li> <li>• Repaid on sale or change of use</li> <li>• Upto £25,000</li> <li>• Applicants subject to test of financial resources</li> </ul>
<b>3</b>	<b>Norfolk Equity Loan</b>	<ul style="list-style-type: none"> <li>• Loan for major works or in the case of a disabled person to help with purchase of a more suitable home</li> <li>• Charge on property</li> <li>• Repaid on sale or change of use</li> <li>• Upto £50,000</li> </ul>
<b>4</b>	<b>Disabled Facility Grant</b>	<ul style="list-style-type: none"> <li>• Statutory grant to fund adaptations to enable independent living</li> <li>• To meet immediate and future need</li> <li>• Works have to be reasonable and practicable</li> <li>• Subject to test of Financial Resources             <ul style="list-style-type: none"> <li>○ Except where the applicant is a child</li> </ul> </li> <li>• Upto £30,000</li> <li>• Part repayable if property sold within 5 years</li> </ul>
<b>5</b>	<b>Gaining Independence Grant</b>	<ul style="list-style-type: none"> <li>• Grant to fund more straightforward disabled adaptation cases</li> <li>• Streamlined procedure and work process</li> <li>• Upto £8,000</li> <li>• Applicants have to be in receipt of an income related benefit</li> </ul>

6	<b>Handyperson Service</b>	<ul style="list-style-type: none"> <li>• Upto two hours labour</li> <li>• Small handyperson type jobs</li> <li>• Fitting of key safes and smoke alarms</li> <li>• Applicants have to be in receipt of an income related benefit</li> <li>• Service charged to able to pay customers</li> </ul>
7	<b>Winter Warmer Packs</b>	<ul style="list-style-type: none"> <li>• Winter Warmer Packs comprising <ul style="list-style-type: none"> <li>○ Snuggle blanket</li> <li>○ Hot water bottle</li> <li>○ Thermos flask</li> <li>○ Bed socks</li> <li>○ Room thermometer</li> <li>○ Woolly hat</li> <li>○ Chair based exercise DVD</li> <li>○ Fingerless gloves</li> </ul> </li> </ul> <p>To be distributed ahead of cold weather to people identified as being at risk</p>
8	<b>Cold Plan Alert Level 2/3 - phone calls &amp; visits</b>	<ul style="list-style-type: none"> <li>• Ensuring that people who have been identified as being at risk are contacted during high risk weather conditions and helped to stay warm and safe</li> <li>• Currently compiling list</li> </ul>
9	<b>Emergency Heating Oil during a period of supply failure</b>	<ul style="list-style-type: none"> <li>• 25 litre cans of heating oil to enable heating to be maintained until a bulk oil delivery can be arranged.</li> <li>• Service users would be expected to cover the cost of replacing the oil cans used, thereby maintaining the service (currently £25.00).</li> <li>• Handyperson Service being used to help with delivery where necessary</li> </ul>
10	<b>Portable Electric Heater Loan</b>	<ul style="list-style-type: none"> <li>• Portable electric heaters to loan until heating can be resumed or during periods when existing heating cannot cope</li> </ul>
11	<b>Heating Oil Purchase Loan</b>	<ul style="list-style-type: none"> <li>• Loan administered through Norfolk Credit Union for the cost of 500 litres of heating oil.</li> <li>• Referral arrangements currently being finalised</li> </ul>
12	<b>Electricity Use Monitor Loan</b>	<ul style="list-style-type: none"> <li>• Wireless Electricity Monitors that monitor the cost of using home appliances and lights.</li> <li>• Shows the cost per hour of electricity used</li> </ul>

13	<b>Free Home Energy Check and installation of low level insulation measures</b>	<ul style="list-style-type: none"> <li>• Home Energy check</li> <li>• Free installation of low level measures e.g. radiator foil, pipe/cylinder lagging, draught excluders etc.</li> <li>• Referral through to approved contractors for loft and cavity wall insulation measures (currently free to most groups).</li> </ul>
14	<b>Training on identifying people at risk</b>	<ul style="list-style-type: none"> <li>• Training provided by Public Health to local organisations in how to identify and help people at risk.</li> </ul>
15	<b>Care and Repair Service</b>	<ul style="list-style-type: none"> <li>• In-house Home Improvement Agency</li> <li>• Assisting vulnerable and elderly residents maintain their independence and remain in their homes</li> <li>• Assists with grant and loan applications</li> <li>• Undertakes benefit and welfare checks</li> <li>• Liaises with builders and contractors</li> </ul>