



Falkirk Council

Statement of Assistance
in accordance with Section 72 of the
Housing (Scotland) Act 2006

**Assistance with repairs and
adaptations to private homes**

2011-16

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Quick Reference Guide to Assistance

Type of Assistance		Home Owners	Private Tenants	Private Landlords	Page
Property Condition					
1.	Advice and information from our website, in person, leaflets, workshops or forums	✓	✓	✓	11
2.	Help with communal repairs in blocks of flats (including payment of missing shares)	✓		✓	12
3.	Small Repairs Service if you are older or disabled	✓			14
4.	Handyperson Service if you are older or disabled	✓	✓		14
5.	Discretionary Grant for priority repair work	✓			15
6.	Discretionary Grant (Callendar Estate High Rise Flats priority area)	✓			15
7.	Other Grants and sources of assistance (e.g. unsafe water supplies, energy efficiency)	✓	✓	✓	16
8.	When we may use powers to enforce improvements to housing that is sub standard (in a very poor condition)	✓	✓	✓	17
9.	Help to bring Empty Homes back into use	✓	✓	✓	19

Adaptations

10.	Mandatory Grant to adapt a home if you are disabled	✓	✓		24
11.	Discretionary Grant to extend a home if you are disabled	✓			24
12.	<i>Possible future assistance</i> - Special equity release loans for repairs or adaptations if you are older or disabled	✓			25
13.	Assistance with alternative housing options to meet community care needs	✓	✓		25
14.	Care and Repair Service	✓	✓		26
15.	Assistance to reinstate a house that has been adapted	✓	✓	✓	27

1. Status and Lifespan of the Statement

Overview

- 1.1. This is a statement of how Falkirk Council may assist with improvements, repairs and adaptations to privately owned homes in the Falkirk Council area. The circumstances covered by this statement, known as the Statement of Assistance, are:
 - Maintenance and repairs to improve private sector housing conditions
 - Structural adaptations to meet the needs of disabled people in private housing
- 1.2. The publication of this Statement of Assistance is a statutory duty under the Housing (Scotland) Act 2006. This statement outlines the circumstances in which Falkirk Council will assist to improve and adapt private housing in the Council area. It details the range of assistance available and the eligibility criteria for accessing it. The types of assistance available are information, advice, practical assistance, grants and loans.

Lifespan

- 1.3. The type and eligibility criteria for assistance may change in accordance with the law or available financial resources.
- 1.4. Changes to the availability or criteria for assistance will result in revisions being made to this statement. These revisions will be posted online at:
http://www.falkirk.gov.uk/services/corporate_neighbourhood/housing/private_sector/home_owners/scheme_of_assistance.aspx

Equal Opportunities

- 1.5. The Council has adopted an equal opportunities policy to ensure equality of access to employment and service provision.
- 1.6. An Impact Assessment has been carried on the second Local Housing Strategy in respect of equality issues. Ongoing monitoring of

1. Status and Lifespan of the Statement

outcomes will help ensure appropriate actions are taken on any issues which arise affecting equal opportunities. For more information about the Equalities Impact Assessment, please contact programmes.resources@falkirk.gov.uk

Consultation

- 1.7. This statement reflects priorities set by the local community. Throughout 2009 three options for the Scheme of Assistance strategy were identified on the basis of Local House Condition Survey evidence and then developed for public consultation. The consultation process involved a focus group and survey of disabled people and their carers as well as a number of public open sessions and a survey: gathering views about preferred options for repairs and adaptations aspects of the Scheme. Over a hundred responses were received from individual and organizations which have resulted in Service Standards for major adaptations, revised Discretionary Grants criteria, a clear set of local priorities, and the future development of new forms of information provision
- 1.8. During Autumn 2011, this statement was publicly consulted upon as part of the wider second Local Housing Strategy consultation process. For more information about these consultations please contact the Programmes & Resources Team within housing services by Email at programmes.resources@falkirk.gov.uk or by Telephone on 01324 590797.

Monitoring Outcomes

- 1.9. During the course of the five year Local Housing Strategy beginning in 2011, the outcomes associated with this statement will be monitored. Periodic reviews will be carried out to identify improvements and adjust the availability and type of assistance where necessary.

Disclaimer

- 1.10. Falkirk Council has made every effort to ensure that the information contained in this Statement of Assistance is accurate and up to date. However, it will not be liable for any loss, financial or otherwise, arising from the use of the information in this Statement.

2. Scheme of Assistance Strategy

Policy Context

- 2.1. Private sector housing now provides for the vast majority of households within the Falkirk Council area. Over 50,000 private sector dwellings - 73% of all homes in the Council area - cater for a wide range of needs and aspirations. 27% are social housing stock. Most of the private housing in the area is owner occupied although a growing minority (4,890 properties as at November 2011) is rented from a private landlord. It is important that this private housing sector improves and adapts over time as the housing needs and aspirations of our communities change.
- 2.2. Government policy emphasises that home owners have the primary responsibility for maintaining their homes. It also highlights the importance of increasing the number of people with a disability who can adapt their home to live independently. Falkirk Council's Scheme of Assistance Strategy supports these outcomes.
- 2.3. The Scheme of Assistance Strategy reflects key priorities identified in Falkirk Council's **Single Outcome Agreement**¹, particularly in relation to National Outcome 10 which covers well designed sustainable places. As well as the Scheme of Assistance Strategy, Falkirk Council's five year **Local Housing Strategy (LHS)** from 2011 includes a **Below Tolerable Standard Housing Strategy**, and a policy for identifying **Housing Renewal Areas**. The **Home Energy Strategy** sets out the councils approach to addressing the energy efficiency and fuel poverty issues in the area. Together these strategies will guide the Council's approach to driving improvements to private sector housing quality in the area.
- 2.4. Adaptations and housing advice services are also key aspects of the Local Housing Strategy, in terms of working to address the needs of an **ageing population**. The Scheme of Assistance is a key delivery vehicle in respect of meeting the housing needs of both older and younger people affected by a range of different types of disabilities.
- 2.5. Falkirk Council's membership of the **Empty Homes Partnership** since 2009, involves a commitment to finding new ways to bring empty homes back into use. The Scheme of Assistance will support this work

¹ The Falkirk Council Single Outcome Agreement is available at http://www.falkirk.gov.uk/about_council/performance_zone/single_outcome_agreement.aspx

2 Scheme of Assistance Strategy

by assisting owners to deal with some of the causes of long term empty homes and supporting them to bring empty homes back into use.

Vision of the Scheme of Assistance Strategy

Our owner occupied and privately rented housing conditions are constantly improving, widely accessible, energy efficient and safe.

2.6. Evidence from the Local House Condition Survey 2009 highlights the need to focus on two key aims:

- Improving the overall condition of private housing including its energy efficiency
- Enabling more disabled people to live in a home that is suited to their needs

2.7. To achieve the aims set out in 2.6, a number of objectives have been set to guide our work with partners in relation to private sector housing.

Objectives of the Scheme of Assistance Strategy

- Provide grants and other assistance to help older and disabled people access well maintained, barrier free housing
- Increase awareness about owners' repair and maintenance responsibilities
- Facilitate higher quality, more sustainable housing through advice and information for all who need it
- Prevent serious disrepair and unsafe conditions arising, through pro-active assistance and enforcement where necessary
- Reduce the levels of **Below Tolerable Standard** (BTS) ² housing by using a range of assistance and enforcement powers

² Information on BTS is available in the Below Tolerable Standard Housing Strategy online at: http://www.falkirk.gov.uk/services/corporate_neighbourhood/housing/private_sector/strategies_and_policies.aspx or by contacting the Private Sector Housing Section. See Appendix 4, pg 51 for contact details.

2 Scheme of Assistance Strategy

- Assist owners to prevent homes becoming empty long term, and work with the Scottish **Empty Homes Partnership** to bring more empty homes back into use

Delivery

- 2.8. Falkirk Council's Private Sector Housing Section within Corporate & Neighbourhood Services will manage the delivery of the Scheme of Assistance in partnership with other services and providers. The Team currently provides:
- Landlord Registration service
 - Care & Repair service (including Small Repair & Handyperson Services)
 - Information, Advice, Practical Assistance and Financial assistance for adaptations, repairs and improvements
- 2.9. The Private Sector Housing Section will manage the delivery of the Scheme of Assistance by:
- Responding to the majority of enquiries directly
 - Case managing enquiries across Council Services
 - Signposting customers to or liaising with other agencies on behalf of customers
 - Delivering practical assistance for identified priority groups
 - Managing applications for Grants
 - Informing customers about when they may wish to obtain Independent Financial Advice
- 2.10. The Private Sector Housing Section can be contacted by email, telephone or in person, as detailed within **Appendix 4, page 51**

Partnership Working

- 2.11. Falkirk Council aims to achieve positive change through partnership with home owners, private landlords, their tenants, voluntary organisations, national government and specialist providers.
- 2.12. Delivery partners and other organisations contributing to the aims of assistance with adaptations and the improvement of housing conditions include:

2 Scheme of Assistance Strategy

Within Falkirk Council:

- Social Work Services - Community Care, Children & Families and Community Advice
- Corporate & Neighbourhood Services – Private Sector Housing Section
- Development Services - Environmental Protection Unit, HMO Licensing, Planning and Building Control
- Elected Members

External Organisations and Partners:

- The Scottish Government
- Ownership Options Scotland
- The Energy Savings Trust (EST)
- Energy Saving Scotland advice centre (ESSac)
- Citizens Advice Bureau (CAB)
- Local disability & carers' organisations
 - f* Historic Scotland
 - f* Scottish Water
 - f* Scottish Empty Homes Partnership

Resources & Value For Money

- 2.13. The resources available to Falkirk Council for making the area's private housing fit for the future are limited. Their deployment through the Scheme of Assistance is intended to help generate a culture change, where owners see the benefit of investing in the condition of their homes; where more owners can access assistance to do so; and where more disabled people are given better choices to meet their needs.
- 2.14. Survey evidence from the 2009 All Tenure House Condition Survey suggests that a range of financial and non-financial barriers are experienced by home owners in repairing their homes, including low levels of awareness about disrepair and difficulties agreeing communal repairs with co-owners. By addressing a broad range of barriers experienced by home owners and private landlords, the Scheme of Assistance is intended to be more widely accessible than grants alone, and able to deliver better value in terms of improvements, for every £1 of public money spent.
- 2.15. The expertise of a range of existing staff will be used flexibly to deliver new forms of assistance where gaps exist. Some resources will be put into partnerships with other providers such as the ESSac **Forth Valley Central Heating Loans Scheme**, to maximise the options available to homeowners.

2 Scheme of Assistance Strategy

- 2.16. Resources will be made available for enforcement action to protect communities from the risks presented by dangerous and sub standard buildings. The abolition of ring-fenced funding following the introduction of the COSLA/ Scottish Government Concordat will enable funding to be used in a way that maximises the Council's and homeowners' ability to achieve the strategic Vision, Aims and Objectives.

3. Repairs, Maintenance and Energy Efficiency

Purpose of Assistance

- 3.1. It is important that homes are properly maintained to prevent serious problems that can be more difficult and expensive to repair in the long run. Properties left to fall into a poor condition can not only affect the wellbeing of residents but also the rest of the neighbourhood.
- 3.2. The Council recognises that most home owners and private landlords can and do meet their obligations to maintain their homes, but in some cases might face difficulty in doing so. Assistance is available to help individuals to meet their obligations, to deal with minor works if they are older or disabled, and to improve energy efficiency. The eligibility criteria and types of assistance available from the Council and other organisations are detailed in paragraphs **3.3 - 3.36**.

Priorities for Assistance

- 3.3. Where demand for assistance is high, Council resources will be targeted to cases with the highest priority. Priorities in the Falkirk Council area reflect community consultation carried out during 2009. These are:
 - 1 Work to meet the Tolerable Standard³
 - 2 Work required by a statutory notice served by the Council
 - 3 Lead pipe replacement
 - 4 Communal repairs in blocks of flats
 - 5 Any other work
- 3.4. Information, advice and practical assistance can be requested in relation to all of the above categories. Discretionary Grant applications will only be accepted, resource permitting, for priorities 1, 2 and 3 above, as detailed on **page 15**.

Advice, Information and Practical Assistance

- 3.5. Any owner occupiers, private landlords or private tenants with a query about housing conditions can contact the Council's Private Sector

³ The definition of the Tolerable Standard is contained in Appendix 1, page 38.

3. Repairs, Maintenance and Energy Efficiency

Housing Section by email or telephone. Depending on the issue, a meeting may be arranged or individuals signposted to sources of more detailed information or advice. Contact details for the Private Sector Housing Section are provided in **Appendix 4, page 51**.

Sources of Information & Advice

3.6. Information leaflets are available on the Council's website. Current examples of what is being developed include:

- Ensuring your home meets the Tolerable Standard
- Statutory notices to deal with sub-standard housing
- Appointing and dismissing a factor
- Maintenance Accounts and Owners Associations

3.7. **Appendix 4** which commences on **page 45** provides a guide to relevant Council Services and other organisations that may help with difficulties related to private housing conditions. This includes sources of information and advice about:

- Gaining quotes and finding trusted traders
- Funding work privately
- Managing communal repairs
- The 'Repairing Standard' which private rented homes must meet
- Accessing impartial consumer and legal advice in difficult situations

Communal Work

3.8. Owner occupiers and non resident landlords can often experience problems managing their common repair and maintenance responsibilities. For difficulties in blocks of flats, a free impartial guide booklet 'Common Repair, Common Sense' can be requested from the Private Sector Housing Section.

3.9. A more detailed version is available on the Consumer Focus Scotland website at:
<http://www.consumerfocus.org.uk/scotland/publications/consumerguides> These booklets are useful for anyone who would like to know more about:

- Rights and responsibilities of flat owners
- Appointing or dismissing factors or property managers
- Establishing a good building maintenance schedule
- Dealing with emergency repairs, costs and disputes
- Agreeing work by majority votes

3. Repairs, Maintenance and Energy Efficiency

Other Assistance to deal with Communal Work

- 3.10. Owner occupiers and private landlords may request assistance to set up an **Owners Association** and a **Maintenance Account** to help deal with communal repairs. In the past, Owners Associations have helped some owners organise communal repairs more effectively or to gain external funds for community projects. Please contact the Private Sector Housing Section for more details (**Appendix 4, page 51**).

Communal Work: Missing Shares

- 3.11. In private blocks of flats, owners sometimes take the following steps before carrying out repairs to communal areas such as the roof:
- Reach agreement about what work needs to be done following the process in the Title Deeds or Tenements Management Scheme
 - Set up a Maintenance Account and pay their share of the cost into it
 - Instruct the contractor to begin the communal repairs once all of the owners have paid their shares into the Maintenance Account.
- 3.12. If an owner in a block of private flats has not paid their share into the Maintenance Account for this purpose, Local Authorities have a power to help the other owners to progress the work, by paying in the “**missing share**”. Falkirk Council would then seek to recover the costs plus admin and interest, from that owner whose “missing share” has been paid. This power may be used by Falkirk Council, resource permitting, where it is a better use of Council resources to do so than to serve or enforce statutory Work Notices.
- 3.13. Please note that owners will be required to evidence that they have gone through the correct steps to organise the work, before the Council can use this power. For more details about the use of the “missing share” power, please contact the Private Sector Housing Section for more details (**Appendix 4, page 51**).

Maintenance Scheduling and Awareness Raising

- 3.14. From time to time, the Council will organise events, road shows or workshops to help raise awareness about preventing disrepair and improving standards. Preference will be given to topics related to priority work. These could include:
- The statutory Tolerable Standard of housing
 - How to put together a Maintenance Schedule
 - Communal Repairs
 - The Repairing Standard for private tenants and how to enforce it

3. Repairs, Maintenance and Energy Efficiency

- 3.15. Notes of interest about events should be made to the Private Sector Housing Section (**Appendix 4, page 51**).

The Care & Repair Service for older or disabled people

- 3.16. The Council's Care & Repair Service offers free advice and assistance for repairs and adaptations. Its purpose is to help older (over 60 years of age) and disabled owner occupiers and private tenants with repairs, improvements and adaptations so they can live independently.

Small Repairs and Handyperson Service

- 3.17. This service can be accessed by people who are:

- aged 70 and over where there is no able bodied person living with them, or
- disabled, where there is no able bodied person living with them and they are unable to do the work themselves.

- 3.18. This service is made up of two elements:

- The **Small Repair** element of the Service is available to home owners and covers small repairs (e.g.: supply and fit taps (single and mixer), renew washers etc.) which should take no more than 2 hours to complete.
- The **Handyperson** element of the Service is available to home owners and council tenants and covers Health and Safety related jobs (e.g.: change light bulb, fit carpet bar to avoid tripping hazard) which should take no more than one hour to complete.

- 3.19. The service can be accessed up to five times a year. An hourly rate of £12.50 is charged for each hour along with the cost of the materials.

- 3.20. Further information on the types of work covered by the service is available online at:
http://www.falkirk.gov.uk/services/corporate_neighbourhood/housing/private_sector/home_owners/small_repairs.aspx from the Private Sector Housing Section. See **Appendix 4, page 51** for contact details.

Garden Aid Service for older or disabled people

- 3.21. Further information is available from Council One Stop Shops. See **Appendix 5, page 55** for contact details.

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Financial Assistance

- 3.22. All applications for financial assistance in the form of discretionary grants are subject to available resources. Enquiries should be made to the Private Sector Housing Section in the first instance. See **Appendix 4, page 51** for contact details. Applications for discretionary grants will be prioritised as follows:
- 3.23. **Priority 1 - Work required to bring a property up to the Tolerable Standard** is eligible for grant assistance, with the exception of thermal (loft) insulation. Assistance with loft insulation is available from the ESSac. See **Appendix 4, page 49** for contact details.
- 3.24. **Priority 2 - Work required by statutory Work Notices** under the Housing (Scotland) Act 2006 is eligible for grant assistance to encourage owners to comply with these notices. Grants are not available if the notice is not complied with, resulting in the Council arranging the work and claiming costs back from the owner.
- 3.25. **Priority 3 - Work to remove lead pipes** is eligible for grant assistance, in respect of pipes from the water mains to the mains stopcock on to any tap providing drinking water, but not replacement flooring or aspects out-with the property boundary.

Private funding

- 3.26. Grant applications for eligible priority work are accepted on the basis that the owner has accessed all private sources of funding available to them before requesting assistance with public resources. Details of the test of resources are included in **paragraphs 6.9 – 6.25**.
- 3.27. Private landlords are not eligible for discretionary grants due to state aid rules governing the use of public subsidy such as grants to commercial enterprises. Where private landlords are responsible for the condition of a property, private tenants are not normally eligible for financial assistance in that respect.

Previous Repair Grants Criteria

- 3.28. Owners within the **Callendar Estate High Rise flats** are eligible for re-roofing grant assistance under the previous test of resources in place before April 2010, as a result of a previous commitment by the Council to those involved in the ongoing refurbishment programme.

Grant Conditions

- 3.29. Properties must be adequately maintained and meet the Tolerable Standard after a grant has been paid, regardless of the priority category that the grant was given under. If during the first ten years this

3. Repairs, Maintenance and Energy Efficiency

condition is not met, the Council will require owners to pay back the grant with interest. Further grant conditions are outlined in paragraph **6.29, page 35.**

Other sources of Grants

- 3.30. There are grants for unsafe water supply sources which have specific eligibility criteria different to those outlined above. Further information is available from the Falkirk Council Environmental Protection Unit within Development Services. See **Appendix 4, page 48** for contact details.
- 3.31. Grants for the regeneration of historical areas can be made available in certain areas by Historic Scotland to the Local Authority from time to time. If any such funds were allocated to Falkirk Council, affected owners would be notified of the criteria at the time.

Special Loans

- 3.32. The Council may make available loans for priority work in future through a partner provider. COSLA, the Convention of Scottish Local Authorities, and the Scottish Government are currently in discussions over this. Any special loans available will be detailed in updated statements in future.

Energy Efficiency

Assistance for owner occupiers and private tenants

- 3.33. The first point of contact for home owners and private tenants about the national Energy Assistance Package is the Energy Savings Scotland advice centre. See **Appendix 4, page 49** for contact details. Assistance may include advice, information or assistance with cavity wall insulation, loft insulation and heating. Information on Household Energy Advice (fuel poverty, energy saving tips etc.) is available at: http://www.falkirk.gov.uk/services/corporate_neighbourhood/housing/environmental_and_energy_issues/household_energy_advice/household_energy_advice.aspx

Assistance for private landlords

- 3.34. The first point of contact for Private Landlords is the Energy Savings Scotland advice centre. See **Appendix 4, page 49** for contact details. Assistance may include for information, advice and possible assistance which may include accessing the interest free Small Business Loans for measures to improve energy efficiency ⁴ or various Scottish

⁴ <http://www.energysavingtrust.org.uk/scotland/Take-action/Business-funding/Small-Business-Loans-brochure>

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Government measures (e.g.: Private Sector Landlords Boiler Scrappage Scheme).

- 3.35. Private Landlords may also take advantage of a tax incentive in the form of the Landlord's Energy Saving Allowance (LESA). This enables a tax allowance of up to £1,500 per property to be claimed against income or corporation tax, for installation of energy efficiency measures. More information is available at HM Revenue & Customs, www.hmrc.gov.uk or at: www.direct.gov.uk ⁵

Central Heating Loans

- 3.36. Owner occupiers not eligible for assistance with replacement gas central heating boilers through the national Energy Assistance Package may be able to access an interest free loan from a joint scheme in the Forth Valley area. This scheme relies partly on repayments from existing clients being received to make new loans available, therefore a waiting list may be in operation. **See Appendix 4, page 49** for contact details of the ESSac.

Enforcement of Standards

- 3.37. The Council has powers to deal with problems with sub standard housing but is not always obliged to use them. Different types of statutory notices may be served requiring:
- Proper ongoing maintenance arrangements
 - Repair or improvement work including meeting the Tolerable Standard
 - Closure of the property
 - Demolition of the property
- 3.38. When housing is in a sub standard condition, assistance will be offered to help resolve the problem in the first instance. If assistance is not effective, statutory notices may be served, resource permitting, if it is in the wider community interest to do so and the problem has not been resolved within a reasonable period of time taking into account all of the circumstances. This may include a Work Notice, or a Maintenance Order requiring a maintenance plan to be put in place for the property or properties affected.
- 3.39. After a notice is served, the Council does not need to carry out any work on behalf of the owner, although in some cases the Council will ensure a dangerous building is made safe immediately. See **Paragraph 3.24** regarding assistance available to help owners comply with a Work Notice.

⁵ Landlord's Energy Saving Allowance (LESA) is due to end on 1 April 2015

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- 3.40. The extent of any enforcement action is dependent on available resources. Ultimately the Council can carry out work and re-claim costs with interest from owners who do not comply with statutory notices. This may involve court proceedings. Repayment Charges can also be put in place under the Housing (Scotland) Act 2006.
- 3.41. More information is available from the Private Sector Housing Section about this issue. See **Appendix 4, page 51** for contact details.

Housing Renewal Areas

- 3.42. Owner occupiers within a Housing Renewal Area may be able to gain financial or practical assistance if the Council designates any localities according to its Housing Renewal Area Policy 2011-16. Eligibility criteria and amounts of assistance would be included in an update to this statement should a Housing Renewal Area designation be introduced.
- 3.43. Information on Housing Renewal Areas is available online at: http://www.falkirk.gov.uk/services/corporate_neighbourhood/housing/private_sector/strategies_and_policies.aspx or by contacting the Private Sector Housing Section. See **Appendix 4, page 51** for contact details.

Amenity of the Area - Work to Non Residential Premises

- 3.44. The Council has a power to provide assistance to carry out work to non-residential premises to improve the amenity of an area. This may be considered where:
- there is no realistic means of otherwise ensuring the work is carried out, and
 - The land or premises are within a Housing Renewal Area or other priority area defined by the Council where a wider Regeneration plan is in place, and
 - The Council deems the land or premises to be significantly affecting the amenity of the area to an unacceptable degree, and
 - The work does not include elements of housing or parts of the premises of housing; however the area is predominantly residential, and
 - The work has been mutually agreed between the owner(s) and the Council

3. Repairs, Maintenance and Energy Efficiency

- 3.45. The Council may also consider the use of assistance should the above powers be utilized to improve the amenity of an area as an incentive to owners to carry out work where there are little or no other means of ensuring it is done. Eligibility criteria and amounts will be included in an update to this statement if any assistance with amenity of areas is to be introduced.

Enforcing standards in private rented housing

- 3.46. Issues of property condition within the private rented sector are also governed by the Repairing Standard within the Housing (Scotland) Act 2006. If the property is an HMO (House in Multiple Occupation) a license needs to be held by the landlord and additional standards need to be met. Enquiries about HMO licensing should be made to the Chief Executives Office, Licensing Section. See **Appendix 4, page 48** for contact details.
- 3.47. Complaints about repairs and maintenance issues in private lets should in the first instance be made by the tenant to their landlord. If it is not resolved, a complaint can be made by the tenant to the national Private Rented Housing Panel. Further information is available online at www.prhpscotland.gov.uk or by contacting the Private Sector Housing Section. See **Appendix 4, page 51** for contact details.
- 3.48. The Council's Private Sector Housing Section engages regularly with Private Landlords within the Falkirk Council area as well as carrying out the compulsory registration of landlords and their agents. Any enforcement action taken by the Private Rented Housing Panel will be recorded and noted in relation to existing and future applications for Landlord Registration.

Empty Homes

- 3.49. Falkirk Council is committed to preventing and reducing the number of empty homes in the area. The Council is a member of the Scottish Empty Homes Partnership, which works to remove barriers that might be in the way of councils and landlords bringing private empty homes back into use. This Partnership is also seeking new ways to bring more homes back on the market. Bringing empty homes back in to use can increase the housing supply, improve community safety and contribute to regeneration.
- 3.50. Home owners and private landlords can get assistance to meet their repair obligations through the Scheme of Assistance.

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- 3.51. Anyone can report empty homes in the Falkirk Council area via a new web initiative at: www.reportemptyhomes.com
- 3.52. Particular forms of help available for owners of property that is empty long term include:
- Information, advice and practical assistance, as outlined in **paragraphs 3.5 – 3.21, 3.33 - 3.36** of this document.
 - Financial Assistance if the empty property is BTS or has lead pipes, or if a Work Notice has been served (see **paragraphs 6.11 – 6.25**), in accordance with the priority criteria and eligibility criteria outlined within **paragraphs 3.22 – 3.25** of this document.
 - Private landlords are unable to access financial assistance as explained in **paragraphs 3.26 & 3.27**.
- 3.53. More information is available from the Private Sector Housing Section about this issue. See **Appendix 4, page 51** for contact details.

Service Standards, Appeals and Complaints

- 3.54. Last year we consulted with older or disabled people to introduce new Service Standards for major adaptations under the Scheme of Assistance. (See **paragraph 4.34** for details.) This year we have introduced service standards for customers seeking help with repairs and maintenance under the Scheme of Assistance, following consultation ⁶.
- 3.55. Our Service Standards are as follows:
- 1. We will post any leaflets and forms relating to the Scheme of Assistance within 2 working days of your request.**
 - 2. We will advise you what officer will call you back and what the timescale will be, if we cannot answer your telephone enquiry about the Scheme of Assistance immediately.**
 - 3. Comply with the Corporate Customer Service Charter when dealing with any other correspondence.**
- 3.56. Details of the Charter are available on the Council's website. If an enquiry or complaint to the Private Sector Housing Section cannot be

⁶ Consultation took place under the wider Second LHS Consultation process during Autumn 2011.

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responded to within 7 working days, customers will be advised of the reasons and timescales for any delays.

- 3.57. This information will be use to make improvements and report progress on our website about how we are performing.
- 3.58. The appeals process for discretionary repair grants is contained in paragraphs **6.20 - 6.21, page 34.**
- 3.59. Applicants dissatisfied with the outcome of an appeal or any other aspect of Council services can make a complaint. Further information is contained in **Section 5, pages 29 & 30.**

4. Adaptations to meet the needs of a disabled person

Requesting Assistance

Who to Contact

- 4.1 Private householders having difficulty with everyday tasks in their home because of a disability or health issue should contact Social Work Services. Social Work Services will ask about those difficulties and arrange for a needs assessment (sometimes called a Community Care Assessment or Single Shared Assessment) to be carried out.

Needs Assessment

- 4.2 A needs assessment is where an Occupational Therapist or community care worker helps to establish, in discussion with the individual, the best way to resolve the difficulties. The assessment may be carried out over a period of time. The needs of carers and other household members will also be considered.

Waiting Times for a Needs Assessment

- 4.3 Waiting times for a needs assessment will vary depending on the level of urgency and type of difficulties being experienced. Individuals should inform Social Work Services if their situation changes while they are waiting for an assessment.

- Priority 1 cases are treated as an **emergency** where there is immediate danger to the person or persons involved. They must be dealt with on the same day as referral
- Priority 2 cases that are not an emergency, with **critical or substantial risk** are normally allocated for assessment within ten working days
- The majority of the remaining cases can wait several months to be allocated for assessment

Eligibility for Assistance

- 4.4 The needs assessment will identify how urgent the needs are, whether any services or adaptations are essential at that time and how long the individual is likely to wait to receive assistance they are eligible for. A specialist assessment process is in place for children and their carers under the Children (Scotland) Act 1995. For adults, needs are assessed and prioritised using the framework in **Appendix 2, page 39**.

4 Adaptations to meet the needs of a disabled person

- 4.5 Applications for major adaptation grants will be invited for work that is essential to meet eligible assessed needs. Essential work is defined as that which would be necessary to:
- Prevent immediate, high risk of physical harm or accident, or
 - Prevent hospital admission/facilitate hospital discharge, or
 - Overcome significant everyday barriers to bathing/showering, using toilet facilities or accessing the home in essential ways, or
 - Prevent alternative care arrangements having to be put in place
- 4.6 The needs assessment could also result in any of the following recommendations, although this list is not exhaustive:
- Buying or renting alternative housing if this is the best option
 - Telecare equipment (e.g. MECS alarms)
 - Large pieces of removable equipment (e.g. straight stair lifts)
 - Personal care or nursing services
 - Minor aids and a reassessment at a future date
- 4.7 Both private tenants and home owners are entitled to receive a grant for necessary major adaptations. Private tenants must get permission from their landlord, but this cannot be withheld unreasonably. Further information is available by contacting the Private Sector Housing Section. See **Appendix 5, pg 51** for contact details.
- 4.8 Grants are not provided for higher specification or luxury materials, for larger space standards or more desirable layouts than is necessary to meet assessed needs. Further information is available at **4.17 – 4.19, pg 25**

Definition and Type of Major Adaptations

- 4.9 Major adaptations are defined in regulations as structural work or work that involves other permanent changes to the house. This includes:
- Widening doors for wheelchair access
 - Installing a level access shower
 - Installing a suitable wash hand basin, toilet or sink
 - Fitting a fixed curved stair lift
 - Lowering worktops to make a kitchen accessible
 - Installing a fixed ramp for access to the property
 - A range of other necessary adaptations
- 4.10 Under the Housing (Scotland) Act 2006, there are two types of major adaptations:

4 Adaptations to meet the needs of a disabled person

- **Mandatory:** Structural work or permanent changes that are essential to meet assessed needs. This work qualifies for a **Mandatory Grant**, which means a grant must be provided by the Council.
- **Discretionary:** Structural work or permanent changes that are essential to meet assessed needs, involving work to extend the structure or convert garages or outhouses to add living space (e.g. bedroom). This work may qualify for a **Discretionary Grant** which means a grant may be provided, but the Council is not obliged to do so under housing law.

Mandatory Adaptation Grants

- 4.11 The amount of Mandatory Grant is worked out as shown in paragraph **6.9 & 6.10**. Applicants eligible for the minimum percentage who have difficulty raising their contribution should ask in writing for a Review of Contributions. The reviewing officer can consider awarding a means tested discretionary top up grant as detailed in paragraphs **6.20 & 6.21, pages 34**.
- 4.12 Where suitable toilet and bathing facilities cannot be incorporated into the existing structure of the home to meet priority needs, extending the structure of the house for the sole purpose of providing necessary toilet and bathing facilities will qualify for a mandatory grant.

Discretionary Adaptation Grants

- 4.13 Local Authorities do not have a legal duty under the Housing (Scotland) Act 2006 to provide discretionary grants for work to extend the structure or convert garages or outhouses.
- 4.14 Where resources permit, Falkirk Council will use its power to provide discretionary grants towards the cost of extending the structure to provide additional living accommodation in cases where needs are a high priority and all other options have been explored and ruled out.
- 4.15 Occupational Therapists can recommend an extension for additional living accommodation to be grant eligible in cases that meet all of the following criteria:
- Needs are of a high priority
 - Alternative housing options have been explored where appropriate and ruled out
 - It is not possible to adjust the internal layout nor convert a second living room or dining room to meet the assessed needs, within the minimum required space standards

4 Adaptations to meet the needs of a disabled person

- 4.16 The test of resources for discretionary grants is carried out in two stages, as described in paragraphs **6.11 - 6.25, pages 32-34**. A 'Ready Reckoner' is contained in **Appendix 3, page 43**.

Funding Work Privately

- 4.17 If the needs assessment determines that a major adaptation is not of sufficient priority to be eligible for a grant, or if an individual wishes to have a higher specification or luxury materials, larger space standards or more desirable layout than is necessary to meet assessed needs, they may opt to fund this work privately.
- 4.18 The Occupational Therapist or Community Care Worker involved in the needs assessment will ensure individuals are signposted for assistance about funding work privately. **Appendix 5, pages 53 & 54** contains contact details of other services and organisations.
- 4.19 The Falkirk Council Care & Repair Service can provide information, advice and practical assistance to help organise work being funded privately. Please contact the Private Sector Housing Section. See **Appendix 5, page 53** for contact details.

Special Loans

- 4.20 The Council may make available loans for priority work in future through a partner provider. COSLA, the Convention of Scottish Local Authorities, and the Scottish Government are currently in discussions over this. Any special loans available will be detailed in updated statements in future.

Alternative Housing Options

- 4.21 Where the existing property can not be suitably adapted or where extra living accommodation is essential, support to consider alternative housing options is available. Options may include buying, shared equity, renting, or Housing with Care.
- 4.22 The Occupational Therapist or Community Care Worker involved in the needs assessment will ensure individuals are signposted to specialist organisations (e.g.: Ownership Options or other relevant services) for advice. **Appendix 5, page 53 & 54** contains useful contact details of Council services and other organisations.

Assistance with House Purchase, Construction and Sale

- 4.23 Falkirk Council may use this power in relation to existing home owners in circumstances where it is more appropriate than the alternatives, taking into account all of the circumstances. All of the circumstances include the

4 Adaptations to meet the needs of a disabled person

local authority's duties and considerations of economy, efficiency and effectiveness.

- 4.24 Using this power may be appropriate when it is more cost effective to help a disabled person move house than to fund major works in their existing home; or where up-front house sale costs are a significant barrier to purchasing a more suitable home to meet assessed Community Care needs. The normal conditions of grant do not apply to this form of financial assistance. The decision to use this new power may be considered after a full case conference.

The Adaptations Process

- 4.25 The Council's Care & Repair Service (**Appendix 5, page 53**) can help with the process of adapting a home after the needs assessment. The major adaptations process involves the following stages:

- Social Work Services complete the needs assessment
- The Care & Repair Service can provide support to apply for a grant and to find a suitable private firm (or firms) to do the work
- Plans and drawings are agreed by the Occupational Therapist (and the architect if one is employed by the applicant)
- The applicant submits a minimum of two quotes from firms with the grant form
- Once the grant application is approved, the applicant instructs the private firm to start the work
- Grant payment is made to the applicant when work is completed to a satisfactory standard. The applicant must settle the outstanding amount directly with the contractor
- The Care & Repair Service provide an aftercare visit to discuss/ help resolve any remaining issues that the client may have

Drawings and Specifications

- 4.26 Some complex adaptations need specialists such as architects or engineers to create drawings and/or supervise the work on site. Reasonable costs incurred in obtaining professional/technical services will be covered by a grant. Reasonable fees will be paid when work is completed. Where work does not go ahead, the Council will also reimburse any professional fees.

Getting Quotes for Costs

- 4.27 Quotes from at least two contractors are needed to make sure that the cost of grant eligible work is reasonable. Care & Repair can help with this.

4 Adaptations to meet the needs of a disabled person

Supervising the Work

- 4.28 If the adaptation is relatively small scale, applicants may not need to employ a professional to supervise the work. If an architect is being employed, they may or may not supervise the work, apply for any necessary planning permissions, check that the standard is acceptable and provide other general advice during the process. For legal reasons, Care & Repair staff are not able to supervise the work but can provide general advice.

Maintenance and Aftercare

- 4.29 A Council officer will visit to check the work is satisfactory and that the applicant is satisfied with the work before releasing the Grant for payment to the applicant (or the final instalments).
- 4.30 Grants are not available for maintaining equipment or adaptations, as these are the responsibility of the applicant. When the work is complete, Care & Repair staff will arrange an aftercare home visit to check that relevant guarantees are in place and talk through any remaining issues.

Assistance with Reinstatement

- 4.31 Where a condition of permission to adapt a private rented house is to reinstate it to its original condition at the end of a tenancy, the associated cost can be included in the tenants' original grant application.
- 4.32 Owners, landlords and tenants can receive information about reinstatement and, where appropriate, signpost to other agencies by contacting the Private Sector Housing Section. See **Appendix 5, page 53** for contact details.
- 4.33 The Council intends to develop proposals for a scheme which records and advertises adapted properties to suitable applicants, to avoid, as far as possible, wastage from removal of adaptations. Further details will be provided in future updates of this Statement.

Service Standards, Appeals & Complaints

- 4.34 Falkirk Council has consulted disabled people and their carers about the kind of service people should expect to receive if they have a problem with their housing because of a disability. Those involved identified the following service standards which the Council has committed to:

- 1. Individuals will feel kept up to date at all stages of the process**
- 2. Individuals will feel they have received a 'personal touch' from staff (e.g. with home visits and phone calls)**

4 Adaptations to meet the needs of a disabled person

3. **Staff will always call back when they say they will**
4. **Information will be provided at the start of the process about approximate timescales to adapt a home**
5. **Information will be provided about other housing options from the start of the process**

Performance

- 4.35 Aftercare surveys will be used to assess how far service users feel Falkirk Council has met the service standards in paragraph.
- 4.36 We will use this information to make improvements and to report progress on our website about how we are performing in the areas important to people using the service.

Appeals

- 4.36 The appeals process for adaptation grants is contained in **paragraphs 6.20 & 6.21, page 34.**

Complaints

- 4.37 Applicants dissatisfied with the outcome of an appeal or any other aspect of Council services can make a complaint. Further information is available in **Section 5, pages 29 – 30.**

Approximate Timescales for Major Adaptations

- 4.38 It is not possible for Falkirk Council to set timescales for an adaptation being done. Timescales will vary depending on the complexity of the work, the time taken by applicants (or their architects) to submit information and gain any necessary planning or building consents, and the time taken by private contractors to start and complete the work, after a grant is approved.
- 4.39 A referral to the Care & Repair service is normally made as soon as needs have been assessed by Social Work Services. Care & Repair can assist with: organizing the work; liaising with Architects, mandatory bodies and other external agencies; finding contractors and applying for a grant. Based on all grants paid during the twelve months to 31 December 2010, timescales from a Social Work Services referral to Care & Repair and case closure after an aftercare visit, the average timescale was just under 6 months (177 days) (including non working days).

5 Complaints

5.1 In the first instance, speaking to the staff providing the service you wish to complain about can help many problems be dealt with quickly by the people closest to the situation. However, if a complaint has not been resolved or handled satisfactorily a formal complaint can be made. Help to make a complaint is available. Formal complaints can be made:

- Online using the [online complaints form](#)
- By emailing the Corporate or Social Work Complaints officer listed below
- In person at your local [One Stop Shop](#)
- By phoning **01324 506070**
- By faxing **01324 590201**
- In writing to the [relevant Council Service](#)

5.2 When making your complaint you should give the following information:

- The date
- Your full name
- Your address
- Your contact telephone number
- A relevant Council Tax or rent number, if appropriate

5.3 Complaints about Falkirk Council services including the handling of grant applications can be made through the **Corporate Complaints process**, to:

Contact Centre, Falkirk Council,
Municipal Buildings,
West Bridge Street,
Falkirk,
FK1 5RS
Email: contact.centre@falkirk.gov.uk
Tel: 01324 506070
Web: www.falkirk.gov.uk

5. Complaints

- 5.4 Complaints about a Social Work assessment of needs should be made using the special **Social Work Complaints process**, to:

Complaints Officer For Social Work Services, Falkirk Council,
Brockville, Hope Street,
Falkirk,
FK1 5RW

Email: complaintsofficer.hsw@falkirk.gov.uk

Tel: 01324 506673

Web: www.falkirk.gov.uk

- 5.5 The Corporate Complaints process has three stages. If an individual is not satisfied with the written response to their formal complaint, it can be raised with the Service Director who will review the complaint. If the individual is again not satisfied with the response, the complaint can be raised with the Chief Executive.
- 5.6 If a **Corporate Complaint** has not been resolved by Falkirk Council's process, the Scottish Public Services Ombudsman can be contacted at:

Scottish Public Services Ombudsman

Freepost EH641,
Edinburgh
EH3 0BR

Email: ask@spsso.org.uk

Tel: 0800 377 7330

Web: www.spsso.org.uk

- 5.7 If a **Social Work Complaint** has not been resolved at the end of Falkirk Council's process, a complaint can be made to the Scottish Commission for the Regulation of Care, at:

The Scottish Commission for the Regulation of Care

Compass House
11 Riverside Drive
Dundee DD1 4NY

Tel: 01382 207100

Helpline: 0845 603 0890

Web: www.carecommission.com Fax: 01382 207289

6 Financial Assistance – General

- 6.1 Grants are available for mandatory adaptations and, resource permitting, discretionary adaptations to meet the needs of disabled people. They are also available resource permitting, for priority repair work, according to the eligibility criteria described in **paragraphs 3.23 – 3.25, page 15**. Priority repair work comprises of work to meet the Tolerable Standard, to comply with a Statutory Work Notice or to replace Lead pipes.

Applications for Grants

- 6.2 To apply for a grant, full details of the proposed work must be provided including:

- Plans/Drawings
- Specifications
- Estimated expense of carrying out the work
- Estimated expense of any professional fees and other costs that will be incurred in carrying out the work

Please contact the Private Sector Housing Section for further information and advice on applying for a grant. See **Appendix 4, pg 51** for contact details.

Determination of Applications for Grant

- 6.3 Once eligibility has been established (in the case of disabled people through a Social Work needs assessment) the Council must be satisfied that certain conditions within the law (where they apply) are met. The conditions are summarised below:

- The owners of the land or premises have agreed in writing
- Work has not yet begun, unless for a very good reason
- The house is in a reasonable condition and will provide suitable accommodation for a reasonable period
- The work will not prevent the improvement of any other houses on the same premises
- When the grant is approved, work will be required to be completed within 12 months

The Approved Expense

- 6.4 The approved expense is either the full expense of carrying out the work (including relevant fees) or a proportion of that amount considered to be reasonable by the Council. Reasonable expenses include essential work that meets the basic minimum standards.

6. Financial Assistance – General

- 6.5 Enhancements - Applicants choosing to carry out optional enhancements may do so at their own expense. This expense must be met by applicants in addition to the applicant's contribution.
- 6.6 Unforeseen Additional Expenses - If the expense incurred in carrying out the work is higher than originally estimated the Council may adjust the level of grant to reflect this. Providing that the increase is due to circumstances beyond the control of the applicant, the Council will require a further estimate, to substitute the original Approved Expense with a new higher amount. Applicants should advise the Council immediately in these circumstances.
- 6.7 Approved Expense Limit (Disabled Adaptations) - It is unlawful to impose a limit on the amount of approved expense for work to meet the needs of a disabled occupant. This does not mean that the local authority is required to include the cost of enhancements.
- 6.8 Approved Expense Limit (Discretionary Repair Grant) - The approved expense limit set by Falkirk Council for discretionary repair grants is £20,000.

Test of Resources

Applicant's Contribution – Mandatory Adaptation Grants

- 6.9 The minimum mandatory adaptation grant is 80% of the approved expense but applicants will receive 100% if any of the relevant persons are in receipt of qualifying benefits. Relevant persons are:
- The applicant
 - The applicant's spouse or civil partner
 - Any person on whom the applicant is dependent or who is dependent on the applicant
 - Any person who resides with or intends to reside with the applicant
- 6.10 The qualifying benefits for receipt of 100% grant towards the approved expense are:
- Income Support
 - Income Based Jobseeker's Allowance
 - Pension Credit (guarantee element)
 - Income Related Employment and Support Allowance

6. Financial Assistance – General

Applicant's Contribution - Discretionary Repair / Adaptation Grants

- 6.11 Assessments for discretionary grants are carried out in two stages:
- 6.12 **Stage one** requires an Independent Financial Adviser (IFA) to confirm how much private finance from loans, savings or equity can be accessed by the applicant on fair affordable terms. The Council will then calculate the shortfall between available private finance and the cost of the work. The first £6,000 of savings is disregarded. For applicants of pensionable age, the first £10,000 of savings is disregarded. A stage one application can be requested from the Private Sector Housing Section. See **Appendix 4, page 51** for contact details.
- 6.13 **Stage two** involves determining how much of the shortfall the applicant will require to pay and how much of it will be paid by a discretionary grant. A stage two application will automatically be posted out by the Private Sector Housing Section if the stage one application identifies a shortfall between accessible private finance and the cost of the work.
- Discretionary Grant - Stage two test of resources**
- 6.14 Once the shortfall between private finance and the cost of the work has been calculated at stage one, the amount of grant which is awarded, towards the shortfall will depend on how much **applicable income** the applicant and their partner (if they have one) have received over the past year.
- 6.15 'Partner' means a person the applicant is married to, or someone they live with as if they were married, including same sex couples. The Council needs to know about the income of all other joint owners, joint tenants, and their partners, resident in the house, as well.
- 6.16 If an applicant or their partner receives Income Support, Income-based Jobseekers' Allowance, Income Based Employment Support Allowance or the Guarantee element of Pension Credit, they are assessed as having no applicable income. Otherwise, to calculate the applicable income, the Council adds together all the income received over the past year from the sources listed in **Appendix 3, page 43**.
- 6.17 Next, the Council subtracts outgoings such as mortgage or rent less standard allowances and estimated loan repayments. The estimated loan repayments are based on the stage one application on the basis of advice from an Independent Financial Adviser.
- 6.18 The Council will also need to know of any compensation or insurance payments received which might cover the costs of the proposed work, either in relation to damage to the building or disability.

6. Financial Assistance – General

- 6.19 A ‘ready reckoner’ to illustrate how much an applicant could receive is contained in **Appendix 3, pages 43 & 44.**

Appeals - Review of Applicants’ Contribution

- 6.20 Applicants are entitled to request a review of an assessment of the applicants’ contribution. It must be requested in writing, within 21 days from the date of the Notification of Decision letter. The review will be carried out by an officer that is more senior to the person who made the original assessment and that had no involvement in making the original assessment. The reviewing officer will:

- Check that the application had been processed accurately
- Notify the applicant of their decision, and
- For disabled adaptations qualifying for an 80% Mandatory Grant, consider grounds on the basis of hardship to carry out a Discretionary Grant means test. The reviewing officer will first check that all funding options available to the applicant have been exhausted through the provision of information and/or advice.

- 6.21 Applicants dissatisfied with the outcome of an appeal can make a complaint. Further information is contained in **Section 5, pages 29 & 30.**

Amount of Grant

- 6.22 The amount of grant is the greater of the Approved Expense (paragraphs **6.4 - 6.8**), less the Applicants’ Contribution (**paragraphs 6.9 - 6.19**).

Notification of Decision

- 6.23 On approving an application, the applicant will be notified in writing of the:

- Approved Expense
- Applicant’s Contribution (if any)
- Amount of grant awarded
- Terms on which the grant is offered

- 6.24 Owners (if not the applicant) must also be notified of the amount and terms of grant. Applicants will be notified of the reasons for the decision if:

- The application is refused, or
- The grant award is based on an Approved Expense that is less than the amount estimated in the application

- 6.25 Notification of Decision letters for combined mandatory and discretionary grant applications (e.g. extension to add a toilet plus extension to add a bedroom) will contain the relevant information for each component.

6. Financial Assistance – General

Payment of Grant

- 6.26 Completion of Work - Grants will be paid within one month of the house becoming fit for occupation following completion of the work, or the work being complete if it is not to a house. The Council must be satisfied that the work is satisfactory before making payment of Grant (including any instalments).
- 6.27 Instalments – If payment by instalments is necessary to enable work to progress, the final instalment will be made within one month of the house becoming fit for occupation following completion of the work. Only a certain proportion of the cost can be paid in instalments before the work is complete. The total amount of instalments before completion of the work must not exceed the sum calculated as follows:

G (amount of grant) \div A (approved expense) \times W (amount of approved expense referable to the work carried out up to that time).

- 6.28 Repayment of instalments if work not completed - If work is not completed within 12 months of the date an instalment was paid, it and any further instalments paid, must be paid back with interest to the Council, if the Council requires this. The Council has determined that the rate of interest shall be equivalent to the Council's Consolidated Loans Fund Interest Rate as at February each year, applied from the date on which the instalment was paid. Please contact the Private Sector Housing Section for further information. See **Appendix 4, page 51** for contact details.

Conditions of Grant

- 6.29 The following conditions apply where applicable to the land or premises for 10 years from completion of the work:
- The house must be used as a private dwelling: but that does not prevent the use of part of the house as a shop or office or for business, trade or professional purposes,
 - The house must not be occupied by the owner or a member of the owner's family except as that person's only or main residence,
 - The owner of the land or premises must take all practicable steps to keep it in a good state of repair,
 - The owner of the land or premises must if required to do so by the Council, certify that the applicable conditions are being observed,
 - The house must meet the Tolerable Standard.

Registration of Conditions

- 6.30 When a grant is paid on completion of work, or when the final instalment of grant is paid, the Council must register a notice in the appropriate Land Register (except where the applicant is legally defined as a 'tenant-at-will'). This notice will include the Conditions (**paragraph 6.29**) and the rules

6. Financial Assistance – General

about when the owner would become liable to repay any expenses if Conditions are breached (**paragraphs 6.33 – 6.34**).

- 6.31 Costs of registering a notice in respect of Grants in the appropriate Land Register must be paid by the applicant, normally by deduction from the Grant when it is paid. The cost as at January 2011 is £60.

Discharge of Conditions

- 6.32 If a grant condition is breached the owner (or creditor in a standard security) with a legal ‘right to sell’ must repay expenses back to the Council (**paragraph 6.34**). If this occurs, the conditions will no longer apply and a new notice is registered in the appropriate Land Register by the Council as soon as the repayment has been made. The cost of registering the new notice in the Land Register must also be met by the owner. Repayments made by a creditor in a standard security form part of the sum secured by the standard security.

Breach of Conditions

- 6.33 If a grant condition (**paragraph 6.29**) is breached, the Council must demand expenses from the owner. The Council must demand these expenses unless the breach is remedied, and the Scottish Ministers consent to an application from the Council in accordance with Section 86 of the Housing (Scotland) Act 2006. The Council can also make an application to the sheriff for an interdict in accordance with Section 86 (5) of the Housing (Scotland) Act 2006.

Calculation of Amount to be paid on breach of conditions

- 6.34 Where conditions are breached, the whole amount of grant plus interest from the date of the payment of grant or final instalment must be repaid to the Council. The Council has determined that interest will be calculated at a rate equivalent to the Council’s Consolidated Loans Fund Interest Rate as at February each year, interest being compound, with yearly rests.

Limitation on further grant applications

- 6.35 Where an application for a grant has been approved in respect of any work, a further grant must not be paid within 10 years unless any of the following conditions are met:
- The need for work in the further application was not reasonably foreseeable when the original application was approved,
 - It would not have been reasonably practicable to carry out that work at the same time as the work in the original application,
 - The work included in the further application was not eligible for grant when the original application was approved,
 - The application is made in response to an invitation made by the authority to the applicant under Section 90 (1) of the Housing

6. Financial Assistance – General

(Scotland) Act 2006, in respect of work to improve energy efficiency and safety, if it will on completion, meet the Tolerable Standard and bring it up to a reasonable state of repair. Applicable work must relate to: replacement of unsafe electrical wiring; installation of mains powered smoke detectors; provision of adequate thermal insulation; fire resistant door at the entry to the house from common parts; or a main door entry-phone system to a common close.

Grant Applications: Offences

- 6.36 It is important to answer truthfully all questions on the grant application form. Sometimes circumstances can change whilst an application for Grant is being processed by the Council. If this is the case, applicants must inform the Council immediately as it may affect their eligibility for a grant.
- 6.37 Providing false information knowingly or failing to inform the local authority of a change that could affect a grant application, is an offence.
- 6.38 A person guilty of an offence in relation to a grant application is liable on summary conviction to a fine not exceeding level 3 on the standard scale. The standard scale for fines is available on the website of the Scottish Government:
www.scotland.gov.uk/Topics/Justice/legal/criminalprocedure/17305/8036/8043.

The Tolerable Standard

Appendix 1

Under the Housing (Scotland) Act 1987 as amended by the Housing (Scotland) Act 2006, a house meets the tolerable standard if it:

- is structurally stable;
- is substantially free from rising or penetrating damp;
- has satisfactory provision for natural and artificial lighting, for ventilation and for heating;
- has satisfactory thermal insulation;
- has an adequate piped supply of wholesome water available within the house;
- has a sink provided with a satisfactory supply of both hot and cold water within the house;
- has a water closet or waterless closet available for the exclusive use of the occupants of the house and suitably located within the house;
- has a fixed bath or shower and a wash-hand basin, each provided with a satisfactory supply of both hot and cold water and suitably located within the house;
- has an effective system for the drainage and disposal of foul and surface water;
- in the case of a house having a supply of electricity, complies with the relevant requirements in relation to the electrical installations for the purposes of that supply;
 - “the electrical installation” is the electrical wiring and associated components and fittings, but excludes equipment and appliances;
 - “the relevant requirements” are that the electrical installation is adequate and safe to use
- has satisfactory facilities for the cooking of food within the house; and
- has satisfactory access to all external doors and outbuildings.

Source: The Scottish Government, 2009, ‘Implementing the Housing (Scotland) Act 2006, Advisory & Statutory Guidance For Local Authorities: Volume 4 Tolerable Standard’

Priority Framework for Adults for Social Care Needs - Appendix 2

Levels of Risk / Priority

CRITICAL(1)	SUBSTANTIAL(2)	MODERATE(3)	LOW(4)
(High)		(Medium / Preventative)	(Low/ Preventative)
Risks relating to neglect or physical or mental health			
<p>Major health problems which cause life threatening harm or danger to client or others.</p> <p>In line with current policy Falkirk Council would always meet the needs of individuals in this category</p>	<p>Significant health problems which cause significant risks of harm or danger to client or others.</p> <p>In line with current policy Falkirk Council would continue to meet the needs of individuals in this category</p>	<p>Some health problems indicating some risk to independence and/or intermittent distress, potential to maintain health with minimum interventions.</p> <p>Services would only be provided if there was a clear assessment that service provision would prevent a service user deteriorating to the point where they entered the high risk categories. Limits would be placed on the levels of service which would be provided</p>	<p>Few health problems indicating low risk to independence, potential to maintain health with minimum interventions</p> <p>Services would not be provided directly by Falkirk Council, however, service users would be signposted to other organisations for support</p>
<p>Serious abuse or neglect has occurred or is strongly suspected and client needs protective intervention by social care services (includes financial abuse and discrimination).</p> <p>Falkirk Council offers a wide range of support to individuals in this category ranging from extensive learning disability and mental health services to council run residential care services. This would continue</p>	<p>Abuse or neglect has occurred or is strongly suspected (includes financial abuse and discrimination).</p> <p>Falkirk Council would continue to offer services to individuals in this area. We have a strong commitment to protecting are vulnerable adults and older people in particular and this would not change</p>	<p>Vulnerable person need to raise their awareness to potential risks of abuse.</p> <p>Service provision would be more limited and may consist of advice and guidance. Systems would be in place to ensure that people were reviewed periodically to ensure that risks had not escalated</p>	<p>Preventive measures including reminders to minimise potential risk of abuse.</p> <p>This area of work would be promoted through interagency approaches to adult protection</p>

Priority Framework for Adults for Social Care Needs - Appendix 2

CRITICAL(1)	SUBSTANTIAL(2)	MODERATE(3)	LOW(4)
(High)		(Medium / Preventative)	(Low/ Preventative)
Risks relating to personal care /domestic routines /home environment			
Unable to do vital or most aspects of personal care causing a major harm or danger to client or others or major risks to independence.	Unable to do many aspects of personal care causing significant risk of danger or harm to client or others or there are significant risks to independence.	Unable to do some aspects of personal care indicating some risk to independence.	Difficulty with one or two aspects of personal care, domestic routines and/or home environment indicating little risk to independence.
Unable to manage the most vital or most aspects of domestic routines causing major harm or danger to client or others or major risks to independence.	Unable to manage many aspects of domestic routines causing significant risk of harm or danger to client or others or significant risk to independence.	Able to manage some aspects of domestic activities indicating some risk to independence.	Able to manage most aspects of basic domestic activities
Extensive/complete loss of choice and control over vital aspects of home environment causing major harm or danger to client or others or there are major risks to independence. Falkirk Council provide a range of services to individuals in this area and would continue to do so	Substantial loss of choice and control managing home environment causing a significant risk of harm or danger to client or others or a significant risk to independence. Falkirk Council provide a range of services to individuals in this area and would continue to do so	Able to manage some aspects of home environment, leaving some risk to independence. Services would only be provided if there was a clear assessment that service provision would prevent a service user deteriorating to the point where they entered the high risk categories. Limits would be placed on the levels of service which would be provided	Able to manage most basic aspects of home environment Services would not be provided directly

Priority Framework for Adults for Social Care Needs - Appendix 2

CRITICAL(1)	SUBSTANTIAL(2)	MODERATE(3)	LOW(4)
(High)		(Medium / Preventative)	(Low/ Preventative)
Risks relating to participation in community life			
<p>Unable to sustain involvement in vital aspects of work/ education/ learning causing severe loss of independence.</p> <p>Falkirk Council will continue to offer services to individuals in this category, where no alternative forms of support are available</p>	<p>Unable to sustain involvement in many aspects of work/ education/ learning causing a significant risk to losing independence.</p> <p>Falkirk Council will continue to offer services to individuals in this category, where no alternative forms of support are available</p>	<p>Unable to manage several aspects of involvement in work/ learning /education and this will, in the foreseeable future, pose a risk to independence.</p> <p>Falkirk Council will sign post individuals to community organisations that will assist them</p>	<p>Has difficulty undertaking one or two aspects of work/learning / education / family and/or social networks indicating little risk to independence.</p> <p>Falkirk Council will sign post individuals to community organisations that will assist them</p>
<p>Unable to sustain involvement in vital or most aspects of family /social roles and responsibilities and social contact causing severe loss of independence.</p> <p>Falkirk Council will assist individuals to maintain family life and social connections</p>	<p>Unable to sustain involvement in many aspects of family /social roles and responsibilities and social contact causing significant distress and/or risk to independence.</p> <p>Falkirk Council will assist individuals to maintain family life and social connections</p>	<p>Able to manage some of the aspects of family / social roles and responsibilities and social contact, that pose some risk to independence.</p> <p>Falkirk Council will sign post individuals to community organisations that will assist them</p>	<p>Able to manage most of the aspects of family / social roles and responsibilities and social contact, that pose some risk to independence.</p> <p>Falkirk Council would signpost individuals in this category to other agencies who can assist</p>

Priority Framework for Adults for Social Care Needs - Appendix 2

CRITICAL(1)	SUBSTANTIAL(2)	MODERATE(3)	LOW(4)
(High)		(Medium / Preventative)	(Low/ Preventative)
Risk relating to carers			
Carer has major physical/mental health difficulties due to the impact of their role as a carer causing life threatening harm or danger to themselves or others.	Carer has significant physical / mental health difficulties due to the impact of their role as a carer causing significant risk of harm or danger to themselves or others.	Carer able to manage some aspects of the caring / family / domestic / social roles. Potential risk to breakdown of their own health identified.	Carer able to manage most aspects; has difficulty undertaking one or two aspects of their caring / domestic role but with low risk.
There is a complete breakdown in the relationship between client and carer and carer is unable to continue caring or has difficulty sustaining vital or most aspects of their caring role.	There is a significant risk of breakdown in the relationship between client and carer and carer is unable to sustain many aspects of their caring role.	Relationship maintained although at times under strain between client and carer/ limiting some aspects of the caring role.	Relationship maintained between client and carer by limiting aspects of the caring role.
Carer is unable to manage vital or most aspects of their caring / family / work / domestic / social roles and responsibilities. Falkirk Council would continue to offer support to carers in this category. Many carers require active respite and personal support in their own right and as a council we would continue to support individuals under this much pressure and stress	Carer is unable to manage many aspects of their caring / family / work / domestic / social roles and responsibilities. Falkirk Council would continue to offer support to individuals carers in this category	Carer is able to manage some aspects of their caring / family / work / domestic / social roles and responsibilities. Falkirk Council would support carer organisations to provide services to carers in this category	Carer is able to manage most aspects of their caring / family / work / domestic / social roles and responsibilities. Falkirk Council would support carer organisations to provide services to carers in this category

Discretionary Grant – Occupiers’ Ready Reckoner - Appendix 3

This ready reckoner will give you a rough estimate of how much grant you could get, in terms of a percentage of the shortfall between what you can raise privately (from loans or savings) and the cost of eligible work. It does not ask for information on every type of income which is included in the assessment, so it cannot tell you exactly how much you will get.

Stage One

An Independent Financial Adviser (IFA) will help you find out how much private finance you can access on fair affordable terms. This may be from savings, equity or loans. Once you have passed this information to us we will disregard the first £6,000 of any savings you have access to. If you are of pensionable age we will disregard the first £10,000 of any savings you have access to. We will then use this information to calculate the **shortfall – i.e. the difference between the amount of accessible private finance and the cost of the discretionary work.**

A – Amount of savings	£...
B – Amount of savings after disregarding first £6,000 / £10,000	£...
C – Amount accessible from loans / equity/ re-mortgage	£...
D – Cost of discretionary work	£...
E – Accessible private finance: B+C	
F – Shortfall: D-E	£...

Stage Two

Write down the total amounts received or paid over the past year. Remember to include figures for your partner, if any, and any joint owners, or joint tenants, and their partners.

A.	Earnings, after tax and NI contributions	£...
B.	Occupational and private pensions	£...
C.	Any other significant income (an amount less than 1000 is unlikely to make a difference to this estimate)	£...
D.	Total income: A+B+C	£...
E.	Mortgage or rent payments	£...
F.	Allowances: <ul style="list-style-type: none"> • £2444 for each child who was under 16 or under 21 and in full-time education for the whole year • £2184 for each child who was registered blind or receiving DLA for the whole year • £1820 if you are registered blind or disabled and single • £2600 if you have a partner and you and/or they are registered blind or disabled • Annual cost of loan repayments – this is estimated based on the amount of private finance that is accessible on fair affordable terms to carry out the work, as confirmed by an IFA on the stage one application form. 	£...
G.	Total deductions: E+F	£...
H.	Total applicable income: D-G	£...

Discretionary Grant – Occupiers’ Ready Reckoner - Appendix 3

<u>Total applicable income (£)</u>	<u>Grant as % of Shortfall</u>
0	100%
0 to 2340	Between 100% and 90%
2341 to 4670	Between 90% and 80%
4671 to 7000	Between 80% and 70%
7001 to 10,000	Between 70% and 60%
10,001 to 13,000	Between 60% and 50%
A minimum of 50% of the <u>shortfall</u> will be paid for discretionary adaptation work.	
There is no minimum percentage for discretionary repair work.	
13,001 to 16,000	Between 50% and 40%
16,001 to 19,000	Between 40% and 30%
19,001-24,000	Between 30% and 20%
24,001 to 32,000	Between 20% and 10%
Over 32,000	no grant

The Shortfall is calculated at stage one of the application process (see **paragraph 6.12, page 32**).

Useful Contact Details – Repairs, Improvements, Maintenance & Energy Efficiency – Appendix 4

Who Can Help?	What can they help with?
<p>Various Independent Advocacy & Advice Services</p>	<p>✓ If you need help or support from someone who is independent from Falkirk Council to find out about your rights, defend your rights and support or help you prepare for meetings</p>
<p>Advocacy into Action 27 West Bridge Street, Falkirk, FK1 5RJ</p>	<p>Tel: 01324 633321</p> <p>✓ Advocacy into Action can help if you have a learning disability</p>
<p>Citizens Advice Bureaux</p> <p>Falkirk CAB 27-29 Vicar Street, Falkirk, FK1 1LL</p> <p>Outreach Centres:</p> <p><u>Camelon Outreach</u> Brown Street, Camelon, Falkirk (Tuesdays 9.30am – 1.30pm)</p> <p><u>Dawson Centre Outreach</u> Dawson Centre, St Davids Loan, Falkirk, FK2 7RG (Wednesdays. Call for times)</p>	<p>Tel: 01324 611244</p> <p>Tel: 01324 611244</p> <p>Tel: 01324 611244</p> <p>✓ Citizens Advice Bureaux (CAB) can help if you want to know more about your rights, entitlement to benefits and other issues</p>

Useful Contact Details – Repairs, Improvements, Maintenance & Energy Efficiency – Appendix 4

Who Can Help?	What can they help with?
<p>Denny & Dunipace CAB 24 Duke Street, Denny, FK6 6DD</p> <p>Outreach Centres:</p> <p><u>Bridge Crescent Outreach</u> Community Flat 26-28 Bridge Crescent, Denny, FK6 6PD (Thursday 4.30pm - 7pm & Friday 9.30am – 12.30pm)</p> <p><u>Denny Parish Church Outreach</u> Denny, Fk6 6CB (Wednesday 9.30am – 11.30am)</p> <p><u>Banknock Community Centre Outreach</u> Banknock, Fk4 1HG (Monday – Friday 9.30am – 12pm)</p>	<p>✓ Citizens Advice Bureaux (CAB) can help if you want to know more about your rights, entitlement to benefits and other issues</p>
<p>Grangemouth & Bo'ness CAB 1 Kerse Road, Grangemouth, FK3 8HW</p>	<p>✓ Citizens Advice Bureaux (CAB) can help if you want to know more about your rights, entitlement to benefits and other issues</p>

Useful Contact Details – Repairs, Improvements, Maintenance & Energy Efficiency – Appendix 4

Who Can Help?	What can they help with?
<p>Grangemouth & Bo’ness CAB Outreach Centres:</p> <p><u>Kinglass Health Centre Outreach</u> Gauze Road, Bo’ness, EH51 9UE (Thursday & Friday 1.30pm – 4pm)</p> <p><u>Bo’ness Health Centre Outreach</u> Dean Road, Bo’ness, EH51 0DQ (Tuesday & Friday 9am – 12pm)</p>	<p>✓ Citizens Advice Bureaux (CAB) can help if you want to know more about your rights, entitlement to benefits and other issues</p>
<p>Citizens Advice Direct</p>	<p>✓ Citizens Advice Bureaux (CAB) can help if you want to know more about your rights, entitlement to benefits and other issues</p>
<p>Falkirk Children’s Rights Service (Quarriers Charity) 1A Bank Street, Falkirk, FK1 1NB</p>	<p>✓ Falkirk Children’s Rights Service can advocate for children and young people on a range of issues</p>
<p>Forth Valley Advocacy 1 The Bungalows, Stirling Road, Larbert, FK5 4SZ</p>	<p>✓ Forth Valley Advocacy can help if you are older, or have mental ill health or have a child aged 8-18</p>
<p>Who Cares? Scotland 5 Oswald Street, Glasgow, G1 4QR</p>	<p>✓ Who Cares? Scotland supports and advocates for children and young people who are looked after or accommodated in care</p>

Useful Contact Details – Repairs, Improvements, Maintenance & Energy Efficiency – Appendix 4

Who Can Help?		What can they help with?
Construction Licensing Executive	Web: www.clescotland.co.uk Tel: 0141 354 1304 Email: admin@clescotland.co.uk	<ul style="list-style-type: none"> ✓ Finding registered traders in your local area such as builders, plumbers, joiners, slaters and electricians ✓ Helping you avoid ‘rogue traders’ by providing a choice of reputable companies that have been approved by the CLE
Consumer Direct Scotland	Tel: 08454 040506 Web: www.consumerdirect.gov.uk	<ul style="list-style-type: none"> ✓ Advice about hiring contractors/traders to carry out home improvements and building including: <ul style="list-style-type: none"> - Getting quotes - What to agree beforehand - Making payments ✓ Advice about dealing with disputes if things go wrong
Consumer Focus Scotland Royal Exchange House 100 Queen Street Glasgow G1 3DN	Tel: 0141 226 5261 Fax: 0141 221 9695 Web: www.consumerfocus.org.uk/scotland Email: mail@consumerfocus-scotland.org.uk	<ul style="list-style-type: none"> ✓ Useful impartial guides for consumers on their website (e.g common repairs in blocks of flats, buying and selling a home)
Development Services Falkirk Council Abbotsford House Davids Loan Falkirk, FK2 7YZ	Tel: 01324 504950 Fax: 01324 504850 Web: www.falkirk.gov.uk Email: director.ds@falkirk.gov.uk	<ul style="list-style-type: none"> ✓ The Building Standards unit issues building warrants and has powers to deal with dangerous buildings ✓ The Development Management unit deals with planning permissions ✓ The Environmental Protection Unit has powers to deal with poor housing conditions (Below Tolerable Standard housing), water quality including private water supplies and other issues

Useful Contact Details – Repairs, Improvements, Maintenance & Energy Efficiency – Appendix 4

Who Can Help?		What can they help with?
<p>Chief Executive Office Governance Licensing District Court Offices Falkirk Council Municipal Buildings West Bridge Street Falkirk FK1 5RS</p>	<p>Tel: 01324 501575 Fax: 01324 501588 Web: www.falkirk.gov.uk Email: licensing@falkirk.gov.uk</p>	<p>✓ Licensing section manages applications, renewal and enforcement in relation with HMO properties</p>
<p>Energy Saving Scotland Advice Centre (ESSac)</p>	<p>Tel: 0800 512 012 Web: www.energysavingtrust.org.uk</p>	<p>✓ Advice about home energy improvements including a personalised home energy report</p> <p>✓ Access to financial assistance for home energy improvements</p> <p>✓ Help to find professionals (e.g to install insulation)</p> <p>✓ Support for Private Sector Landlords including 0% fixed rate small business loans for energy efficiency improvements</p>
<p>Financial Services Authority</p>	<p>Tel: 0300 500 5000 Web: www.moneymadeclear.fsa.gov.uk</p>	<p>✓ Impartial guides to equity release or re-mortgaging if you are considering these to pay for essential home improvements. For example: <i>‘No Selling, No Jargon, Just the Facts about Equity Release Schemes – Raising Money From Your Home’</i></p>

Useful Contact Details – Repairs, Improvements, Maintenance & Energy Efficiency – Appendix 4

Who Can Help?	What can they help with?	
<p>Gas Safe Register PO Box 6804 Basingstoke RG24 4NB</p>	<p>Tel: 0800 408 5500 Web: www.gassaferegister.co.uk Email: enquiries@gassaferegister.co.uk</p>	<ul style="list-style-type: none"> ✓ Checking a gas engineer is legally registered, including anyone working on gas boilers, hobs and any other gas appliances ✓ Information about all aspects of gas safety in the home
<p>Historic Scotland Longmore House Salisbury Place Edinburgh EH9 1SH</p>	<p>Tel: 0131 668 8600 Web: www.historic-scotland.gov.uk</p>	<ul style="list-style-type: none"> ✓ A leaflet about how to create a maintenance plan and carry out maintenance to your home. This is called '<i>Maintaining Your Home, A Short Guide for Home Owners</i>' ✓ Details of financial assistance such as the Historic Repair Grants Scheme for owners of 'outstanding' buildings; and the Conservation Area Regeneration scheme which may assist home owners within the designated areas listed on their website
<p>Landlord Accreditation Scotland Ltd. 22 Forth Street Edinburgh EH1 3LH</p>	<p>Tel: 0131 553 2211 Web: www.landlordaccreditationscotland.com Email: info@landlordaccreditationscotland.com</p>	<ul style="list-style-type: none"> ✓ Access to the national accreditation scheme which provides training and recognition of the landlords' quality standards ✓ Information the 'Repairing Standard' in let properties which private landlords have a legal duty to meet

Useful Contact Details – Repairs, Improvements, Maintenance & Energy Efficiency – Appendix 4

Who Can Help?		What can they help with?
<p>Private Rented Housing Panel 3rd Floor, 140 West Campbell St. Glasgow, G2 4TZ</p>	<p>Tel: 0141 572 1170 Fax: 0141 572 1171 Web: www.prhpscotland.gov.uk Email: admin@prhpscotland.gov.uk</p>	<ul style="list-style-type: none"> ✓ Enforcing the Repairing Standard in private lets in Scotland on behalf of private tenants. ✓ The PRHP will investigate complaints and may help by: <ul style="list-style-type: none"> - providing mediation services to resolve disputes - asking landlords to carry out repairs within a reasonable time - serving a legal order on the landlord to carry out the work - restricting the amount of rent on the property
<p>Private Sector Housing Section Falkirk Council, The Forum Callendar Business Park Falkirk, FK1 1XR</p>	<p>Tel: 01324 590797 Fax: 01324 590827 Web: www.falkirk.gov.uk Email: privatesector.housing@falkirk.gov.uk</p>	<ul style="list-style-type: none"> ✓ Care & Repair Service including the Handyperson & Small Repairs Pilot Services for older and disabled people ✓ Information, advice and assistance about repairs and maintenance ✓ Grant applications and signposting to other sources of finance ✓ Private Landlord Registration (a legal requirement in Scotland) ✓ Advice and information for private sector landlords and tenants

Useful Contact Details – Repairs, Improvements, Maintenance & Energy Efficiency – Appendix 4

Who Can Help?		What can they help with?
Shelter Scotland Edinburgh Advice Service Scotiabank House, 4rth floor, 6 South Charlotte Street Edinburgh, EH2 4AW	Freephone: 0808 800 4444 Web: www.scotland.shelter.org.uk	✓ Information and advice about a range of issues including: <ul style="list-style-type: none"> - Repairs and bad conditions - Enforcement notices served by Local Authorities - Powers of Local Authorities and responsibilities of owners if statutory notices are served on sub standard or dangerous houses
Trustmark Eaglemere Kings Ride, Ascot Berkshire, SL5 7TB	Tel: 01344 630 804 Email: info@trustmark.org.uk Web: www.trustmark.org.uk	✓ Finding reputable traders on their website if you need to carry out home repair, maintenance and improvement work. ✓ Helping you to avoid rogue traders - Trustmark registered firms need to meet a core set of Government endorsed standards
The Govan Law Centre Glasgow	Tel: 0141 440 2503 Fax: 0141 445 3934 Web: www.govanlc.com	✓ Details of free legal or generalist advice in Scotland. ✓ Information about how to deal with problem ‘Factors’ or property managers including how to dismiss a factor and challenge their charges

Useful Contact Details – Disability and Housing

Appendix 5

Who Can Help?		What can they help with?
<p>Care & Repair Private Sector Housing Section Falkirk Council, The Forum Callendar Business Park Falkirk, FK1 1XR</p>	<p>Tel: 01324 590797 Fax:01324 590827 Web: www.falkirk.gov.uk Email:privatesector.housing@falkirk.gov.uk</p>	<ul style="list-style-type: none"> ✓ Help with major adaptations to a home you own or rent privately, after your needs have been assessed by Social Work ✓ Finding quotes and contractors to adapt your home (e.g architects, plumbers, joiners) ✓ Help completing grant application forms for major adaptations
<p>Ownership Options The Tudsbery Centre, The Thistle Foundation Niddrie Mains Road Edinburgh, EH16 4EA</p>	<p>Tel: 0131 661 3400 Web: http://www.oois.org.uk/ E-mail: info@ownershipoptions.org.uk</p>	<ul style="list-style-type: none"> ✓ Specialist independent advice and information ✓ Help to find private housing and advice about adapting it to meet your needs ✓ The ‘Access Ownership’ Scheme for disabled people offers help to buy a house through a shared equity arrangement
<p>Private Sector Housing Section - Grants Falkirk Council, The Forum Callendar Business Park Falkirk, FK1 1XR</p>	<p>Tel: 01324 590797 Fax:01324 590827 Web: www.falkirk.gov.uk Email:privatesector.housing@falkirk.gov.uk</p>	<ul style="list-style-type: none"> ✓ Providing application forms for a grant ✓ Calculating the amount of grant you will receive
<p>Shelter Scotland Edinburgh Advice Service Scotiabank House, 4rth Floor, 6 South Charlotte Street Edinburgh, EH2 4AW</p>	<p>Freephone: 0808 800 4444 Web: www.scotland.shelter.org.uk</p>	<ul style="list-style-type: none"> ✓ Information and advice about: <ul style="list-style-type: none"> - Finding suitable housing to buy or to rent if you have a disability - Your housing rights including rights to Adaptations - Money matters related to housing if you have a disability - Help for carers

Who Can Help?		What can they help with?
<p>Small Repairs & Handyperson Service , Care & Repair Private Sector Housing Section Falkirk Council, The Forum Callendar Business Park Falkirk, FK1 1XR</p>	<p>Tel: 01324 590797 Fax:01324 590827 Web: www.falkirk.gov.uk Email:privatesector.housing@falkirk.gov.uk</p>	<p>✓ Homeowners who are:</p> <ul style="list-style-type: none"> – Aged 70 and over and have no able person living with you, or – Disabled, have no able person living with you and you are unable to do the work yourself <p>can access assistance with Small Repairs and Handyperson type jobs in your home.</p>
<p>Social Work Services Falkirk Council Brockville Hope Street Falkirk FK1 5RW</p>	<p>Tel: 01324 506400 Fax: 01324 506401 Web: www.falkirk.gov.uk Email: director.sw@falkirk.gov.uk</p>	<p>✓ Assessing your needs for major adaptations (e.g. disabled access toilet), minor adaptations (e.g. hand rails) and care packages</p> <p>✓ Children’s needs assessments and specialist care packages from the Children with Disabilities Team</p> <p>✓ Advice and information from the Disability Information Service and about benefits, education, housing support, debt, employment and other issues</p>
<p>The Princess Royal Trust Falkirk & Clackmannanshire Carers Centre Bank Chambers, 1a Bank Street, Falkirk, FK1 1NB</p>	<p>Tel: 01324 611510 Fax: 01324 622022 E-mail: centre@centralcarers.co.uk Web site: www.Carersfalkirk.org.uk</p>	<p>✓ Support groups and regular coffee mornings if you care for someone with any type of disability or mental health problem</p> <p>✓ Advice and information about a range of issues</p>

Who Can Help?	What can they help with?	
One Stop Shops - Falkirk Council Email: one.stop@falkirk.gov.uk	✓ Information about your housing options is available on our website and One Stop Shops can signpost you to appropriate help. Housing options include: <ul style="list-style-type: none"> - Buying a house with or without a mortgage - Shared Equity and other low cost home ownership schemes including those specifically for disabled people - Renting a house from a Private Landlord, Council or <ul style="list-style-type: none"> ▪ Housing Association - Housing with care to suit a range of needs ✓ Minor Mobility Aids (e.g. tap turners) from the Simple Solutions Catalogue can be collected at One Stop Shops or by telephoning Social Work Services	
24 East Pier Street, Bo'ness, EH51 9AB		Tel: 01506 778770
256 Main Street, Camelon, FK1 4DY,		Tel: 01324 504234
Dawson Centre, David's Loan, Falkirk, FK2 7RG		Tel: 01324 504234
Carronbank House, Carronbank Crescent, Denny, FK6 6GA,		Tel: 01324 504234
Unit MSUI, Callendar Square, Falkirk, FK1 1ZF		Tel: 01324 506965
5 York Lane, Grangemouth, FK3 8BD,		Tel: 01324 504540
398 Main Street, Stenhousemuir, FK5 3JR,		Tel: 01324 503338