What is Westminster Home Improvement Agency (WHIA)?

Westminster Home Improvement Agency supports vulnerable residents to maintain independence and live comfortably and safely in their own homes.

Our main role is to ensure you stay safe, warm and secure in your home.

This includes providing advice and assistance with repairs, improvements and adaptations for clients whose homes require works.

We are also able to apply for financial grant aid on your behalf for works recommended by Occupational Therapists.
Who can use this service?

If you are a resident over 60 years of age or under 60 and on a disability benefit you may need the services of WHIA because you:

- have been referred by an Occupation Therapist for an adaptation in your home?
- have small items of disrepair or jobs around your home?
- are finding your home is cold during Winter months?
- are concerned about the security of your home?
What kind of support can I get?

We provide not only advice but also practical solutions to support you to remain independent in your own home.

We can:
• Arrange for a *handyperson* to complete small repairs/jobs around your home including:
  ➢ Unblocking sinks/new tap washers
  ➢ Repairing broken doors/windows
  ➢ Replacing light bulbs
  ➢ Fitting locks, door chains and spy holes
  ➢ Putting up shelves
  ➢ Grab rails/handrails

The Westminster Handyperson Service helps over 500 people a year.
We can also:

- Assess your financial position to ensure you are claiming the benefits you are entitled to and apply on your behalf.
- Organise all the paperwork, permissions and liaise with builders in order to make a grant application for example: *Disabled Facilities Grant* after a recommendation from the Occupational Therapist service
- Co-ordinate the grant application and supervise the builders to complete the works.
- Advise you on housing standards and other support that is available (particularly for residents who pay rent to landlords)
- Look at other options for grant aid including improvements to insulation, provision of energy efficient heating systems and emergency support when heating systems fail.
Will I have to pay for any works?

WHIA assesses your financial position and may complete a means test. Depending on the result of this you may be required to contribute towards the cost. In the majority of cases no contribution is necessary.
Will I have to pay for the services of WHIA?

**Grant applications**
If the WHIA applies for a grant on your behalf the fees for our service are included in the grant. It should be noted that if you decide that you do not wish to go ahead with works once our technical officer has carried out a significant amount of work, we may ask you for a payment.

**Handyperson service**
The handyperson service is totally free of charge and you can receive two visits in a year.

**Benefit check and application**
This service is free of charge