

Service Standards

Home Improvement Agency

The Home Improvement Agency assists the following people

- Owner Occupiers in need of major adaptations
- All Newham Council, Housing Association and private tenants in need of major adaptations
- Vulnerable Owner Occupiers and Private Tenants (with repairing responsibilities) in need of essential repairs
- We also operate a Handyvan scheme for vulnerable people; this provides small repairs, security works and work to prevent falls

The Home Improvement Agency has been set targets to provide the most effective service we can.

We aim to:

- Visit you at home to discuss your needs and help you to find the right solution. We will inform you of any financial assistance that you may be entitled to, and assist you in applying for any relevant grants. On receipt of your referral we will write to you within five working days giving you an expected contact time for our first visit
- Ensure that we visit within ten weeks anyone qualifying for hazard assistance
- Ensure adaptation work in Newham Council properties is ready to go on site within 25 weeks of the Housing Occupational Therapist's recommendation
- Ensure disabled facilities grant work in the private sector is ready to go on site within 32 weeks of the Housing Occupational Therapist's recommendation
- Provide Handyvan customers with at least 48 hours notice of their slot and the opportunity to re-arrange the appointment
- Achieve at least an 85 per cent 'Good' customer satisfaction rating from our independently monitored annual survey