



## ***Aberdeen Care and Repair Technical Support/Adaptation Service for service users***

Aberdeen Care and Repair now offer a Technical Support/Contract Management/Adaptations Service through Castlehill Solutions as part of our social enterprise. This allows our Technical Officers to be available to **older** and **disabled** people who need an agent to assist with adapting their property for their long terms needs and applying for a **Disabled Discretionary Grant**.

The following services are offered:

- Provide the necessary drawings, plans and technical specifications for the work supported by the Occupational Therapist (If architectural drawings are required this may incur a separate cost).
- Liaise with contractors/OT's to obtain quotations for the work.
- Visit clients and discuss financial implications.
- Carry out benefit check/look at alternative sources of funding if applicable.
- Offer a low cost loan for client share of the costs (12 months interest free or 2.4% fixed rate interest).
- Complete application for grant through PSHG at Aberdeen City Council.
- Manage contract and oversee work until completion – liaising with contractors/OT's and Local Authority on clients behalf.
- Arrange for temporary accommodation if necessary.
- Where required assist service user in ensuring payment are made.
- Arrange for the final inspection to be carried out.
- A charge of 10% of the contract price will be made for our services. These costs can be included in your grant application, and you will receive either 80% or 100% grant towards these costs.
- Should a client decide not to proceed with the work or if the grant is refused, then the costs of any plans etc. may still have to be met by the client.
- If for any reason work has to be suspended or cancelled the client could be liable for proportionate costs of any work that has been carried out, including drawings, plans etc.
- In the event of any dispute CHS (Adaptation Service) will provide the client with details on how a complaint can be lodged and/or request an intermediary to arbitrate to secure a satisfactory outcome of any dispute.
- A deposit of **£60.00**, plus vat is required when clients agree and sign the agreement agreeing for us to act as agent.. Please note that should the work not proceed this deposit will not be refunded.

For further information please contact Aberdeen Care and Repair on 01224 251133.

**Feb 2015**