

## Contact Us

Requests for support will be responded to five days a week:

Monday – Thursday: 8.30am – 4pm

Friday: 8.30am – 3.30pm



01642 526904



HIA@stockton.gov.uk



[www.stockton.gov.uk/HIA](http://www.stockton.gov.uk/HIA)

*Registered social and private tenants, tasks involving maintenance of the property remains the responsibility of the landlord. Tenants of Registered Social landlords, where their housing provider delivers provision of an equivalent service, requests for the service may be declined and may be signposted to their housing provider.*



# Stockton-on-Tees Home Improvement Agency

We provide advice, support and assistance to people aged 60 or over, disabled and vulnerable residents to help them remain independent, warm, safe and secure in a home of their choosing.



## Can I use this service?

To qualify for the Stockton-on-Tees Home Improvement Agency's service, clients must be a resident of Stockton-on-Tees and meet one or more of the following criteria:

- Aged 60 years or over
- Considered a high risk for falls
- Vulnerable person who has care and support needs
- Vulnerable person who is a victim of crime

## Handyperson Service

We offer a handyperson service which covers basic DIY tasks around the home, including:

- putting up curtains and rails
- securing tripping hazards
- installing security measures
- minor plumbing work

This is a free service available for up to two hours per 6 months for eligible residents. If you feel you could use this service, please contact the **Home Improvement Team** on **01642 526904**.



## The Advice Needs and Guidance Service

We provide free general advice and information to enable you to make informed decisions and help you manage issues relating to your property, including any financial support you may be entitled to. Home visits are available.

- Availability of statutory grants available
- Accessing charitable funding
- Benefit entitlement
- Referring and signposting to support services

If you feel you could use this service, please contact the **Home Improvement Team** on **01642 526904**.



## Minor adaptations in the home

Our team work in partnership with Children's and Adult Social Care Services to install minor adaptations and sensory loss equipment around the home such as grabrails, banisters and handrails. We also deliver a hospital discharge service to help you return home after a hospital stay.

If you feel you need a care and support assessment, please contact the **First Contact Team** on **01642 527764**.

