



In touch aims to improve the lives of people who need support or care to live independently. We provide housing, support and care services and can help with adaptations and improvements. We work across South London and the Southern Home Counties. We are a registered charity. Charity number 1115322.

www.intouchsupport.co.uk

Basingstoke Hart and Rushmoor Home Improvement Agency is a service provided by *in touch*, part of The Hyde Group with the support of:



*Basingstoke
and Deane*



Hampshire
County Council



HART
DISTRICT COUNCIL



supporting **people**

supporting independence

If you would like this document in another language or format, or if you require the services of an interpreter, please contact us.

If you have any questions, please contact our staff team on **01252 771350**. They will be happy to help you.

Our address is:
In Touch Home Improvement Agency
Unit 40-41
Hart Centre, Fleet Road
Fleet
Hampshire, GU51 3LA



Part of The Hyde Group

creating thriving communities

Home Improvement Agency Basingstoke Hart and Rushmoor

Helping people to remain in their own home



About Home Improvement Agencies

We are a registered charity that assists people to remain in their own home in greater comfort, security, independence and with dignity.

About the service

The agency offers help and advice on home improvements, repairs and adaptations to older, vulnerable and disabled people. We provide a personal service that is tailored to our clients needs, guiding them through the process of carrying out essential works to their homes.

Home Improvement Agencies employ staff that have extensive knowledge and technical expertise to give the best possible advice and support.

How we can help you

We will:

- Visit your home and assess what repairs or adaptations are needed
- Discuss the best way to pay with guidance on local authority grants and loans, home energy efficiency grants, insurance claims, charitable sources etc
- Prepare drawings and specification for the work
- Organise reputable builders to tender for the complete works
- Give ongoing advice and support to ensure everything runs smoothly
- We can give advice on welfare benefits



Housing repairs and adaptations may not be as expensive as you think. Many clients qualify for local grants which often cover the whole cost of essential repairs.

Type of work undertaken

- Flush floor showers
- Bathroom adaptations
- Stairlifts or through floor lifts
- Extensions
- Improvements to windows and doors
- Electrical works
- Central heating
- Loft and cavity wall insulation
- Structural repairs
- Minor repairs and adaptation works

No job is too large or too small

What will it cost me?

The agency's advice and guidance is free.

Fees are incurred where technical assistance is given, ranging from initial drawings and/or specifications through to a complete building project.

The fees may be covered in any grant or loan awarded for the work and at no direct cost to the clients.



This service is also available to clients who are able to fund the repairs themselves as private works can be commissioned and fees will be agreed.

We will always remember that the client is our customer and will respect your wishes.



Photos from www.johnbirdsall.co.uk