

Home Maintenance Checklist

This list shows how often you should check and maintain your property.

Gutter cleaning _____ Annually
Slated/tiled roof _____ Annually
Flat roof _____ Annually
Roughcasting _____ Annually
Chimneys _____ Annually
External paintwork to
windows, doors and fascias _____ 3-5 years
Mastic around the windows _____ 6-10 years
Pointing to stone/brickwork _____ 10 years

Poor building conditions can reduce the value of your property and lead to expensive repair bills.

If you wish more information on Care & Repair in North Lanarkshire or you are experiencing a problem with repair works to your home, please call us on Freephone 0800 048 2882.

If there is anything in this leaflet you do not understand, please let us know.

If you, or anyone you know, would like translations of this document or any of our policies, procedures or general documents in various languages or other formats such as computer disc, e-mail, tape, large print, Braille etc, these can be obtained by contacting the Association's office or by e-mailing: nareen.owens@cvha.org.uk

CARE & REPAIR SERVICE

CLYDE VALLEY
HOUSING ASSOCIATION

Over 60? Disabled? Need help?

Contact us at

50 Scott Street
Motherwell
ML1 1PN

If you want to find out more about our services please contact us on

Freephone Telephone Enquiry Line:

0800 048 2882

Fax: 01698 266271
E-Mail: careandrepair@cvha.org.uk
Web: www.cvha.co.uk

CARE & REPAIR SERVICE

CLYDE VALLEY
HOUSING ASSOCIATION

Services
for
Pensioners
and
Disabled
Homeowners



Funded by



What is Care & Repair?

North Lanarkshire Care & Repair offers a service to elderly and disabled homeowners and private tenants who need advice and assistance on carrying out and financing housing repairs and maintenance, debt counselling and welfare benefits.

Our advice is free of charge.

Our services are:

- Advice and assistance
- Competent Contractors Scheme
- Small Repairs Service

Do you need help with minor repairs to your home?

Our In-House Small Repairs Service can cover minor joinery, plumbing, electrical and general repairs that can be completed in no more than 2 hours. All customers require to pay a £10 administration charge for each small repair plus the cost of materials.

Examples of small repairs include:

Door and window repairs, repair kitchen unit, skirting board and floorboard repair, fit new locks, cistern repair, replace tap washer, socket or light repair.

What we are not able to do:

Gardening, decorating, repair or service of gas or domestic appliances, external works over one storey.

How Care & Repair can help

Care & Repair do not employ tradesmen or pay for the work but assists and advises with:

- Providing a Home Fitness Check of your property which will help you decide on essential repairs and maintenance
- Providing a step-by-step guide on how to go about getting repairs done
- Advice on funding options
- Directing you to other agencies and services as needed.

Are you looking for a tradesperson to carry out works to your house?

We can assist you with names of suitable trades people from our Competent Contractors Scheme. The trades people on our scheme have been assessed by us and we monitor them by using customer feedback to ensure they remain trustworthy. The scheme will centre around but not be exclusive to the following types of works:

- General building, repairs and maintenance
- Roofing
- Roughcasting
- External doors and windows
- Damp proofing and timber treatment
- Plumbing
- Electrical
- Joinery

Care & Repair cannot accept liability for works agreed between a client and contractor.

How do I Qualify?

You need to reside in the North Lanarkshire area and come into the following categories:

- Own your own home or rent from a private landlord
- Aged over
60 (women)
65 (men)
or
Disabled (in receipt of Disability Living Allowance)

Will I have to wait for the service?

Depending on demand for our service it is sometimes necessary to hold a waiting list. We will let you know at the time of your enquiry.

In this event we will prioritise with the aim of helping the most vulnerable first and by taking into account customers who

- Lack support
- Have disability or health issues
- Are at risk i.e. safety and security