

Scheme of Assistance

[Hjaltland Housing Association](#) and [Shetland Islands Council](#) are in a partnership which operates a One Stop Shop service for private sector homeowners to receive assistance with disabled adaptations, repairs and maintenance of their properties. The One Stop Shop is located in the offices of Hjaltland Housing Association at 2 Harbour Street, Lerwick. For more information on the service provided by the One Stop Shop, please call along or telephone 01595 741368.

The purpose of the Scheme of Assistance is to promote greater responsibility among homeowners for the repair and maintenance of their homes.

Disabled adaptations recommended by an Occupational Therapist will receive grant assistance under Scheme of Assistance.

The range of assistance available under Scheme of Assistance includes:

- Advice and Information for all homeowners
- Grants for Disabled Adaptations
- Minor Adaptations Service
- Fuel Poverty Grants
- Handyperson Service
- Grants/Loans in specific limited circumstances

Notes to remember:

- Advice and information is available to all homeowners, eligible tenants and disabled occupants living in private sector housing
- 100% grant is awarded to disabled adaptations recommended by an Occupational Therapist
- A minor adaptation service is available on a self-assessment basis for those requiring a range of small adaptations, for example, grab rails
- Fuel poverty grants may be available to households who spending more than 10% of their income on fuel bills
- A handyperson service is available for small urgent repairs for homeowners in receipt of a means-tested benefit
- Grants are subject to budgets and available resources at the time when the application is submitted.
- Works to any property must be carried out to current Building Standards, even where a Building Warrant may not be required.



This leaflet is a reproduction of the **Housing Options Guide – Repairing and Improving Private Housing (Scheme of Assistance)** section.

If you would like this information produced in any other format, please telephone 01595 744360 or email housing@shetland.gov.uk.

Advice and Information for homeowners

The One Stop Shop will provide a range of general advice and information on home repairs and improvements to all homeowners.

The assistance available can include;

- an inspection of the property to identify repairs which require immediate attention and repairs which should be considered in the short to medium term to maintain the upkeep of the building;
- a Home Maintenance plan;
- advice on grants and loans including mandatory grants for adaptations, loans for repairs, fuel poverty grants and sources of funding from other agencies;
- assistance in preparing Planning and Building Warrant Applications (this may be charged for where the householder is not in a priority group for assistance);
- advice leaflets on maintenance and improvements;
- where the householder is eligible to receive financial assistance through a grant or a loan, the One Stop Shop will assist in preparing the application for approval;

You may wish to telephone or call along the One Stop Shop office for advice about your request for assistance. Any member of the team will be pleased to help.

The One Stop Shop team are;

Avril Smith – Property Services Officer
Tommy Sutherland – Property Services Technician
Alison Coles – Property Services Assistant

To speak to a member of the team, please telephone 01595 741368.

To make a written enquiry please contact:

One Stop Shop
Hjaltland Trading Ltd
2 Harbour Street
Lerwick
Shetland
ZE1 0LR

or email: mail@hjaltland.org

Grants/Loans in specific limited circumstances

Grants will be available to provide standard amenities to a property for the first time, where the applicant has occupied the property as their main home for a minimum of five years. Standard amenities mean that a property should have:

- a sink with a satisfactory supply of both hot and cold water within the house;
- a water closet or waterless closet available for the exclusive use of the occupants of the house and suitably located within the house;
- a fixed bath or shower and a wash-hand basin, each with a satisfactory supply of both hot and cold water and suitably located within the house;

Grants will also be available to Crofting Tenants to undertake the necessary work so their property will meet tolerable standard. The Crofting Tenant must meet the following criteria:

- have a repairing obligation in their tenancy agreement;
- receive a means-tested benefit and have savings under £6,000;
- have been occupying the property for a minimum of 5 years before the application;

Interest free loans may be available to homeowners and eligible tenants, who cannot afford to pay for home repairs and maintenance. This will be limited to applicants with the following criteria:

- have a repairing obligation in their tenancy agreement;
- have been occupying a property which is assessed as below the tolerable standard;
- have been occupying the property for a minimum of 5 years before the application;
- receive a means-tested benefit and have savings under £6,000;

Loan applications will be offered where is sufficient funding available in the Private Sector Housing Grant budget to process the applications. A standard security will be placed on the title deeds of the property.

The loan will be repayable on the sale or change of ownership of the property. In exceptional circumstances the applicant's next of kin can apply for the repayment to be waived, reduced or the standard security extended.

To request a grant/loan assessment or speak to a member of the team regarding the availability of a grant or loan, please telephone 01595 741368.

1. Roof repairs	Patching roof leaks; Replacing broken slates/tiles which are allowing water ingress; Patching rotten felt or applying bituminous paint; Urgent chimney/skew repairs;
2. Electrical repairs	Making safe faulty/unsafe wiring; Installing mains-powered smoke alarms;
3. Heating repairs 3. Heating repairs continued	Repairing a heating system which has failed; Making safe faulty/unsafe heating; Patching leaking radiators/pipework; Providing or replacing broken thermostat controls on radiators; Repairing a hot water system which has failed; Making safe faulty/unsafe hot water supply;
4. Drainage/plumbing repairs	Repairing burst pipes/tanks; Repairing foul drainage defects (this does not include the periodic emptying of septic tanks);
5. Windows and doors	Repairing rotten window frames; Repairing rotten doors/door frames; Repairing leaking windows/doors; Repairing broken window/door locks; Providing/repairing draught-proofing to windows where Shetland Heatwise are unable to do so;
6. Internal linings	Patching rotten floors; Patching rotten plaster in walls and ceilings;
7. General	Repairing unsafe access steps; Replacing missing or repairing broken handrails (where not for the needs of a disabled person); Stair repairs where condition unsafe; Security features as identified as being required by Northern Constabulary;

To request the handyperson service or speak to a member of the team regarding the service, please telephone 01595 741368.

with the following details:

- Name;
- Address;
- Address of property (if different);
- Daytime contact telephone number;
- Date of birth;
- Details of your request for assistance;
- Information about any type of Benefit you receive (if applicable);

You will receive an acknowledgement letter placing your enquiry on our inspection list. You will be contacted by telephone prior to the inspection taking place.

Please note that where demand for the service exceeds the capacity of the One Stop Shop priority will be given to:

- clients who will be eligible for a grant for disabled adaptations;
- clients on means tested benefits or who are in Fuel Poverty;
- Clients who are over 70.

Disabled Adaptations—Major Adaptations

Grants are available for disabled adaptations. Applications must be accompanied with a report from an Occupational Therapist recommending the works to be carried out. The applicant will be eligible to receive 100% funding towards the cost of the work. 100% funding is available through the Scheme of Assistance to applicants on means-tested benefits or a minimum of 80% with a 20% top-up from Social Work for all other applicants.

Referrals for an Occupational Therapy assessment can be contacting the service direct or the One Stop Shop team can make a referral on the clients behalf.

The types of work available include the removal of a bath and the installation of a level access shower or ramped access to the property.

The One Stop Shop will provide support and assistance to all clients applying for disabled adaptations. The service will include preparation of architectural drawings, seeking quotations from contractors, assisting in the grant application process and overseeing the work being carried out. The One Stop Shop will arrange monetary transactions between the Shetland Islands Council and the approved contractor relating to the works.

Alternatively applicants can opt to make their own application with the help of family members and still receive a full grant for the works carried out.

Disabled Adaptations—Major Adaptations

A minor adaptations service is available where the public may refer directly to the One Stop Shop for minor works without waiting for an assessment from the Occupational Therapy Service.

Minor adaptations that can be provided with no further assessment are:

1. Visual Impairment needs	Staircase applications External lighting
2. Hearing Impairment needs	Flashing doorbells Smoke alarm alerts
3. Rails	Main entrance support rail Grab-rails Newel rails Hand-rails Stair hand-rails
4. Access	Internal door threshold ramps Improved access and widened pathway to main entrance Door entry intercom
5. Kitchens and bath rooms	Window opening equipment Kitchen lever taps Kitchen cupboard handles Bathroom lever taps W.C. lever flush handles Bathroom grab-rails
6. General needs	Door and wall protectors Alter heights of electricity faceplates
7. Safety matters	Safety glass

To request a minor adaptation or speak to a member of the team regarding the service, please telephone 01595 741368.

Fuel Poverty Grants

A household is in fuel poverty if, in order to maintain a satisfactory heating regime, it would require to spend more than 10% of its income (including Housing Benefit and Income Support and Mortgage Interest) on all the household fuel.

The Shetland Islands Council will provide grant funding for works aimed at tackling Fuel Poverty in low income private sector households.

Applicants can receive grant funding of up to £10,000 for works, primarily insulation and heating, aimed at reducing household fuel bills. Other works include low E double-glazing, replacement windows and doors and draught-proofing.

As part of the application process, applicants will be referred to the Citizens Advice Bureau for a benefits check to ensure low income households are receiving the benefits they may be eligible for.

Applicants may also apply to Scottish Hydro to be considered for the Warm Home Discount Scheme, which is a rebate on their electricity bill of £120.00

To request a fuel poverty assessment or speak to a member of the team regarding the grant, please telephone 01595 741368.

Handyperson Service

A Handyperson Service will be provided by the One Stop Shop to undertake small repairs to properties.

This will be provided free of charge to a homeowner in receipt of the Guarantee Element of Pension Credit, Income Support or Income Based Job Seekers Allowance or other means-tested benefit.

The handyperson service will only be available where the cost of works under £2,500.

Examples of minor works available through the handyperson service: