



Improving Homes - Improving Lives

HOME REPAIRS



Cambs Home Improvement Agency works in Cambridge City, Huntingdonshire and South Cambridgeshire

Who are Cambs HIA?

Cambs HIA is shared council service working on behalf of Cambridge City, Huntingdonshire and South Cambridgeshire District Councils.

Our aim is to assist elderly and disabled people and those on a low income to apply for grant/loan funding to complete essential repairs (and adaptations) to their home enabling them to live safely and independently.

We work closely with Local Authorities, Social Services and other Care & Support Organisations

Working with you as a Paying Customer (non grant)

If you are not eligible for a grant/loan, Cambs HIA would be happy to work with you to project manage your repairs from start to finish. You would be advised of any fees for this service in advance.

We listen to your views!



Types of Home Repairs we can assist with:

- Roof Repairs
- Soffits, Fascia's and Guttering
- Electrical Safety
- Window & Door Replacement
- New Boilers / Central Heating
- Damp work
- Insulation
- Replacement kitchens & Bathrooms



Types of Grant & Loans:

In South Cambridgeshire:

Special Purpose Assistance Grant (£10000)

Eligibility criteria:

- available for homeowners and private tenants (with repairs responsibilities) and;
- only one grant per 3 years;
- be on a qualifying means tested benefit

In Cambridge City:

Special Purpose Assistance Grant (£10000)

Eligibility criteria:

- available for homeowners and private tenants (with repairs responsibilities) and;
- only one grant per 3 years;
- be on a qualifying means tested benefit

If works are to address a category one health and safety hazard in your home as assessed by our staff, this could increase to £20,000 although part of this would be secured as a loan against your property.



About the services of Cambs HIA

We will work with you to:

- Assist with the application process and carry out a financial assessment to check whether you are eligible for a grant/loan. Sometimes a contribution towards the cost is required.
- Refer you on to other agencies to maximise your income and help source alternative funding if required
- Carry out surveys (where required), produce plans and write specifications for works, deal with planning and building regulation applications where appropriate
- Tender for works, select reputable contractors, oversee work on site and carry out inspections as appropriate
- Liaise with the local authority to secure grant approval, check invoices and authorise payments
- Project manage the work from start to finish



How long will this take?

The length of time taken will depend on obtaining the necessary information, the nature of the works and whether any additional permission's are needed, i.e. from the owner of the property or whether planning permission is required. Typically, you can expect works to be completed within 4-6 months.

Complaints & Compliments

Cambs HIA recognises the value of customer feedback to help improve our service. Our customers are invited to complete two surveys –

- The first measures satisfaction with the work completed
- The second measures how the work has improved the person's quality of life.

In the event that a customer has cause to complain, Cambridge City Council is the lead authority for Cambs HIA and complaints should be directed to them. You may report complaints directly on the Cambridge City Council website at www.cambridge.gov.uk/compliments-complaints-and-suggestions or ask a member of staff to report it on your behalf.



Useful Contacts

Cambridgeshire Direct (including Adult OT Service)

0345 045 5202

Cambridge City Council (Tenants Only)

01223 457 833

Huntingdonshire District Council

01480 388 388

South Cambridgeshire District Council (Tenants Only)

03450 450 500

East Cambridgeshire District Council

01353 665 555

East Cambs Care & Repair

01353 616 950

Fenland District Council

01354 654 321

Kings Lynn & West Norfolk Care & Repair

01553 616 200

Age UK Cambridgeshire (Handyperson Service)

0300 666 9860

Care Network (Cambridgeshire)

01954 211919

Energy Saving Trust

0300 123 1234

CONTACT US

Cambs Home Improvement Agency

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Cambourne Business Park
Cambourne
Cambridge
CB23 6EA

Tel: 01954 713330 or 01954 713347

Email: hia@cambshia.org

Website: www.Cambshia.org

Office hours

Monday -Thursday 8.00am - 5.00pm

Friday 8:00am - 4.30pm

Messages can be left at any time.



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