

Unique independent living services for people who own their home

Home Repairs Support

Home Repairs Support is the core home improvement agency service. Helping older owner occupiers to carry out home repairs that are good value and help them to refuse the overtures of rogue traders. In Manchester this is supplemented by a crisis intervention service for those for whom a home in disrepair is a sign of other troubles requiring sensitive support. 515 residents were helped in 2009-10. The technical officers oversaw the completion of works to a value of £333,000 (38% grant aided and 62% through loans from the City Council).

Manchester Independent Living Service (MILS)

The MILS team works to support and encourage take-up of the benefits, services and practical assistance available to older people. It's a short-term, (typically 8 week) intervention reaching many people, 431 in 2009-10. The service costs only £400 per client and an average of £700 additional welfare benefits were achieved for each client as well as introducing them to a range of new services.

One 91 year old client writes that MILS was invaluable when old age was getting him down. Help with completing the complex form for Attendance Allowance resulted in the welcome award of higher rate and support to ensure that he could get out to visit hospitals, the doctor's surgery, chiropody, audiology, the chemist and so on, meant that he felt able to stay in his own home and neighbourhood.

"My caseworker was very friendly very accessible & helpful and had a confidence building attitude .

Thanks a million!"

£700,000 extra welfare benefits claimed in 2009-10

We're on the web!

www.careandrepair-manchester.org.uk

Care & Repair also provide a Handyperson and Falls Prevention Service. The links between these services have helped us to reach the people in most need.

See our news-sheet Key facts and figures for 2009/10 on Handyhelp and Falls Prevention for further information

Contact us:

Phone: 0161 872 5500

Fax: 0161 872 5544

mail@careandrepair-manchester.org.uk

Manchester Care & Repair
Unit 14, Empress Business
Centre, 380 Chester Road,
Manchester M16 9EA

We're on the web!

www.careandrepair-manchester.org.uk

National studies provide the evidence that older people living in the private and owner-occupied sectors miss out on the crucial preventative support and services for older age.

Often cash poor, even if home owners, these older residents may try and manage below the poverty level and fall into ill-health and depression.

Care & Repair's services, being practical and independent of the council, reach these vulnerable people.

What our clients say:

“When you are alone – there are some very strange workmen around who treat older people badly i.e. poor work done, some jobs not done. This is why Care and Repair is such a good reliable service. Thank You.”

Some background information.....

Mr K is an 82 yr old who suffers from severe arthritis and heart problems. When he contacted us he was concerned about the state of his kitchen that he couldn't afford to repair. MC&R's caseworker helped him apply for welfare benefits that he hadn't realised he could get. Our technical officer helped get fair prices from reputable contractors for the work needed to the kitchen and supported Mr K to apply for a Minor Works loan from the Council (the loan is repaid when the property is sold or transferred.) Mr K said, **“You have changed my life and I am so much happier with my new kitchen. The quality of my life has improved with the extra income your Caseworker obtained for me”.**

Manchester Care & Repair is an independent Home Improvement Agency. We are a not-for-profit organisation that is funded from a variety of sources to help older and vulnerable people to live in a warm, safe and secure environment.

Our clients are householders who are aged 60 years and above and are normally owner-occupiers or private tenants, although many of our services are available to older people of any tenure – including council and housing association tenants.

Mr and Mrs H. came to us for help with upgrading their kitchen too. Although not on a means tested benefits, their age meant that they were entitled to apply for a loan from the council to cover the cost of the work. Their PERL loan will be repaid interest free over five years.

With our help the old kitchen was replaced and the electrics were upgraded by a trusted contractor, and the loan is being repaid by monthly standing order.

