



## **SERVICE LEVEL AGREEMENT**

**FOR ADAPTATIONS FOR DISABLED PEOPLE  
LIVING IN A REGISTERED SOCIAL LANDLORD  
PROPERTY**

Between

Devon Care & Repair

And

**Name of Party 2**

## Preamble

Devon Care & Repair provides a county-wide Home Improvement Agency service for Devon. It has a local team in each of the 8 districts of Devon and a central support team.

It provides advice, information and practical help with repairs and improvements, major and minor adaptations, maintenance and home safety checks in order to help vulnerable people remain living independently at home for as long as they want to.

It is funded to provide this service to home owners and private tenants by Devon Supporting People in partnership with Devon County Council (Social Care Services), Devon Primary Care Trust and Devon's District Councils.

This Agreement relates to the provision of a service to public sector tenants in respect of major adaptations.

### **This Agreement has been prepared by:**

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Devon & Cornwall Housing Association

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And

Name of 2<sup>nd</sup> party

## **Section 1**

### **Names of signatories and contact details**

Signatory:

Ian Parker

Devon Care & Repair

5a Manaton Court

Exeter

EX2 8PF

Contact for Devon Care & Repair:

Diane Aspinall, Social Enterprise Manager

East Devon Care & Repair

Council Offices

Knowle

Sidmouth EX10 8HL

**Signatory and contact details of other party**

Note: Devon Care & Repair will offer this service as required on a case by case basis for individual public sector tenants until the end of March 2011.

## **Section 2**

### **Services to be provided**

Devon Care & Repair (DCR) will provide a full technical, administrative and casework service to tenants of **party two** who are applying for a Disabled Facilities Grant (DFG).

Examples of types of major adaptation works which may be funded by a Disabled Facilities Grant are given in Appendix 1.

Devon Care & Repair will complete all the necessary paperwork and technical preliminaries to be able to submit a complete DFG application on behalf of the tenant, and to follow the work through to completion.

Where the RSL is paying for the whole of the adaptation works, DCR will provide a technical service and see the works through to completion.

### **Referrals and funding of works**

Referrals for this service will be sent by **Party 2** to the relevant Devon Care & Repair local team. These referrals will contain all the necessary information to start the application process. This will normally be: name and address of tenant, statement of

need from an Occupational Therapist, DFG application form from the relevant District Authority (if available), Single Assessment Process form, indication of whether at this stage the RSL knows if the tenant will be receiving a DFG or if the RSL will be paying for the works.

A list of local team addresses is given in Appendix 2.

## **Payment**

### **Where works funded by DFG**

For each separate DFG **Party 2** will agree to pay Devon Care & Repair a % fee of the agreed contract cost of the works, plus VAT where applicable. If for any reason the works do not go ahead after schedules, plans, drawings or any other technical work has been completed, Devon Care & Repair will charge a flat fee (to be negotiated), or an hourly rate to cover travel and actual costs of the service provided, whichever is the lower.

Party 2 will be invoiced after completion of the works.

The actual cost of the works and planning fees and building regulation fees will be met by a Disabled Facilities Grant paid by the relevant Environmental Health department.

### **Where total cost of works funded by the RSL**

DCR will charge a % fee of the agreed contract cost of the works, plus VAT where applicable. A flat fee (to be negotiated) or an hourly rate to cover travel and actual costs of the technical service provided (whichever is the lower) will be charged for any abortive work. The RSL will pay the contractor's invoice direct.

## Procedure Flow Chart for DFG referral

RSL sends referral to their local Care & Repair (C & R) team



C & R caseworker visits tenant to complete necessary paperwork and obtain financial details



C & R technical officer does site visit and produces schedule of works and drawings if necessary and applies for any necessary permissions



Proposals to RSL, Occupational Therapist and Environmental Health for approval



Technical officer obtains 2 quotations for the works from contractors on the DCR Approved List



Quotations checked and copies sent to tenant



Completed DFG application sent to Environmental Health for processing



Once approval papers received, chosen contractor instructed to start work



Technical officer monitors progress of work, deals with any problems which arise, obtains permission or any unforeseen works and does final inspection of completed job



DCR invoices RSL for the fee. Contractor's invoice sent to Environmental Health for payment.

Throughout this process DCR will liaise as necessary with all interested parties to keep them informed of progress. The tenant will have access to all other DCR services, for example a welfare benefits check, Handyperson Service.

## **Appendix 1 Major Works (estimated at more than £1000)**

Examples of major works:

- Level access showers
- Stairlifts
- Remote controlled door openers
- Closomat toilets
- Bedroom/bathroom extensions
- Large ramps/pathways
- Hardstandings

## **Appendix 2 List of local team addresses:**

Mid Devon Team  
Beck House, Beck's Square  
Tiverton EX16 6PJ  
01884 255587

West Devon Team  
The Quay, Plymouth Road  
Tavistock PL19 8AB  
01822 613638

North Devon Team  
Liberty Court, Liberty Road  
Roundswell Business Park  
Barnstaple EX31 3TL  
01271 326141

Exeter Team  
5a Manaton Court  
Exeter EX2 8PF  
01392 822650

South Hams Team  
5 Filham Moor Industrial Estate  
Blair Road, Ivybridge PL21 0UR  
01752 896652

Torrige Team  
Invicta House, Kingsley Road  
Bideford EX39 2PF  
01237 424240

Teignbridge Team  
Leatside House, Bradley Lane  
Newton Abbot TQ12 1LZ  
01626 355793

East Devon Team  
Council Offices, Knowle  
Sidmouth EX10 8HL  
01395 514790

