

Decorating for older and disabled residents

Our decorating programme offers assistance to older and disabled residents who qualify for the service. We aim to decorate two rooms for you every five years.

Who can get help with their decorating?

You can get help if you are over the age of 70 and in receipt of housing benefit **or** registered disabled and in receipt of housing benefit. You cannot have benefited from the scheme in the last five years.

However, you do not qualify if you:

- are a leaseholder
- have benefited from the scheme in the last five years
- have someone aged between 18–60 living with you
- have applied for the Right to Buy or Right to Acquire

The programme allows two rooms to be decorated (please note that hall, stairs and landing count as two rooms). It may not

be possible to carry out decorations for all those on the list in any one year due to the popularity of the scheme and a limited budget. This may mean that not everyone on the list will be assisted. We will deal with applications on a first come first served basis.

How do I access the scheme?

Each year in the Spring edition of the Homepage newsletter we will inform you the decorating scheme is open for eligible residents to apply.

You can either contact our Customer Service Team to complete an application with them or we can send you a form in the post.

Once we have received your application we will assess if you are eligible and let you know within ten working days of receipt. If you are not eligible you can still apply the following year as your circumstances may have changed.

What happens if I am accepted onto the scheme?

Our decorators will contact you a few weeks before your rooms are due to be decorated. They will make an appointment to visit you to find out your choice of paint colours and to measure the rooms.

If you would rather provide your own wallpaper, you can discuss this with the decorators when they visit you.

They will also discuss any special needs you may have and whether you would like help in moving furniture, before the decorating begins.

Before decorating

Our decorators will help move any furniture if needed.

Please remember to put away any fragile or valuable items to avoid any damage.

While your home is being decorated

While carrying out the decorating, our decorators will use dustsheets at all times to protect your furniture and flooring.

Our decorators will be respectful to you and your home at all times.

Although decorating can be fairly stressful we want it to be as easy as possible. If you are concerned about anything please contact our Customer Service team.

After decorating

We will ask you to fill in a satisfaction survey after the work has been completed to find out about your experience of the decorating scheme. We will use your feedback to improve the services we provide to our residents.

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www.cottsway.co.uk



Follow us on Twitter@Cottsway

Cottsway 

Cottsway House • Heynes Place • Avenue Two • Witney • Oxfordshire OX28 4YG

T: 01993 890000

E: contact@cottsway.co.uk

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