

# Grants & Loans

Private Housing Renewals Policy 2012



## Flood Resilience Grant

The Flood Resilience Grant is available to help pay for measures to help protect your home against flooding resulting from rivers bursting their banks. This factsheet explains who is eligible for this grant how to apply.

### *Am I eligible for a top up grant*

You qualify for this grant:

- You **MUST** live in Reading Borough (You pay your Council Tax to Reading Borough Council) **AND**
- You **MUST** own and live in your home **AND**
- You **MUST** be in receipt of at least one of the following principle means tested benefits (*Income Support, Housing Benefit, Disabled Persons Tax Credit, Income based Job Seekers Allowance, Working Families Tax Credit (income limit £16,040), Child Tax Credit (income limit £16,040), Working Tax Credit (income limit £16,040), Guaranteed Pension Credit, Income Based Employment Support Allowance and any other benefits deemed as means tested in the future*)

**AND**

- Your property **MUST** be located on a floodplain identified by the Environment Agencies floodmaps (visit [www.environment-agency.gov.uk/homeandleisure/floods](http://www.environment-agency.gov.uk/homeandleisure/floods)).

Priority is given to properties which have a 1% (1 in 100) or greater risk of flooding each year.

### *What can the Flood Resilience Grant be used for?*

This grant will pay towards the cost of manual or automatic air brick closures, door dams and dams for downstairs WCs.

### *How much could I get?*

The maximum grant available is £500

### *How do I apply for this Grant?*

Contact our independent Home Improvement Agency (HIA) who will:

- check you meet the qualifying criteria for this Grant - this will include a Preliminary Test of Resources (a Means test).
- Help you get quotes for this work from at least two contractors
- Help you complete a Grant application form and check you have the supporting documents to prove your eligibility
- Submit your application to the Council for approval

### *The approval process*

Once we have received your application we will assess your application and double check your eligibility - we will write to let you know if your application is successful within 21 days.

Do not start any work until your have received written confirmation from the Council.

There is limit to the funding available for this grant - this money will be allocated on a first come first served basis.

### *Getting the work done*

Once you have received confirmation that your grant has been approved, the HIA will arrange for the work to be carried out.

The work must be completed within 12 months of your grant being approved.

### *Paying for the Work*

The Council will pay the grant direct to your contractors once

- the work has been completed to a satisfactory standard **AND**
- we have received invoice **AND**
- you have signed a consent form confirming you are satisfied with the quality work\*

*\* if you tell us there is a problem we will inspect the work - if we believe it is of a sufficiently good standard we will make payment without your consent.*

## ***Unforeseen work***

You must contact the Council if any unforeseen works arise once your grant has been approved and the work has started.

The Council may increase the amount grant awarded to pay for these additional works up to the maximum grant payable.

The Council will not pay for additional works carried out with permission.

## ***If the cost of the work exceeds the grant.***

You are responsible for the cost of any unforeseen work which exceeds the maximum grant.

## ***Conditions for this Grant***

The following conditions apply:

- All work must completed within 12 months of your grant being approved (*extensions may be granted if you can provide adequate reasons why the work cannot/could not be completed within this timescale*).
- If you breach any of the conditions of the grant you will be asked to repay the grant in full.
- You will not be eligible for further grant funding from the Council within three years of receiving this grant.

## ***Appealing our Decision***

If we refuse your Grant application we will explain why.

If you think we haven't have assessed your situation fairly you can ask us to look at your application again. However, you should be aware that:

- although we can review your application against our current policy for this Grant, we can't change the rules
- we have limited funds available for this grant - once the funds have run out we cannot award any further grants during that financial year (April - March).

## ***Complaints***

### **Complaints about the Council**

If you are unhappy with:

- the way you have been treated by a member of the Private Sector Renewal Team or
- we have not done something we said we would

... please let us know as soon as possible.

You can complain directly to the staff working with you or, if you prefer you can contact the Council's Complaints Manager.

### **Complaints about the HIA**

If your complaint is about services and support provided by the Housing Improvement Agency you should address your complaint directly to them.

They should give you a copy of their complaints process when they first visit you at home.

## ***Useful Contacts***

### **Home Improvement Agency**

#### **Aster Living Berkshire West**

Tel: 01635 588 811  
Email: [bwcr@ridgewaycommunity.org.uk](mailto:bwcr@ridgewaycommunity.org.uk)

### **Council Services**

#### **Private Sector Housing Team**

Tel: 0118 937 2562  
Email: [psra.team@reading.gov.uk](mailto:psra.team@reading.gov.uk)

#### **Complaints**

Tel: 0118 937 3737  
Email: [complaints@reading.gov.uk](mailto:complaints@reading.gov.uk)

This information can be made available in alternative formats (such as audio or Braille) and languages on request. Please contact the Private Sector Housing Team