

A trusted partner of:



You can visit our website:

 orbit.org.uk


For more information, please email us:

 suffolkhia@orbit.org.uk


Take a look on social media:

 /OrbitHelp  @OrbitHelp

Or to talk to us, please call:

 **0800 121 7711**

Our postal address:

 **Orbit, Suite 4,
1 Northern Way,
Bury St Edmunds,
Suffolk, IP32 6NL**

If you need information in a different format
please contact us on **0800 121 7711**

Orbit Group Ltd, Orbit South Housing Association Ltd and Heart of England Housing Association Ltd are all registered societies under the Co-operative and Community Benefit Societies Act 2014. Are all exempt charities and registered with the Homes and Communities Agency.



Home Improvement Agency

Helping you stay independent in your home

orbit.org.uk/HIA
0800 121 7711



Who are we and what do we do?

Our Home Improvement Agency delivers services to help keep people independent in their homes on behalf of Suffolk County Council. We also work in partnership with the local authorities within the county.

Our aim is to help people live independently and safely in their own homes for longer.

We know how important your home is to you, that's why we provide a range of advice and support services that can be tailored to meet your individual requirements.

Do you need help with any of the following?

- getting in and out of your home
- getting around your home
- getting in or out of the bath
- using the stairs
- getting to the door to let people in
- getting advice to help you move somewhere that better meets your needs
- finding someone to help with small jobs or repairs around the home
- finding advice and information on financial help for adaptations
- project managing building work to your home

...we can help!

If you are aged 60 or over, or have a disability and own your own home or if you are a private or housing association tenant we can assist you by offering:

- A visit from one of our experienced Occupational Therapists who will undertake an assessment to determine whether an adaptation or other equipment would help maintain and improve your independence.

- A Caseworker who can offer advice and information about funding any adaptation work that you may need. The Caseworker will advise on whether you would be eligible for the Disabled Facilities Grant (DFG) or help you consider other options for funding the work.
- If work is required and the funding has been arranged, a Technical Officer will visit and working from the Occupational Therapist recommendations will plan the work and oversee the adaptation.

email: suffolkhia@orbit.org.uk
or phone: **0800 121 7711**

If you live in a local authority (council owned) property and need help with mobility, bathing etc. please contact:
customer.first@suffolk.gcsx.gov.uk
or phone: **0808 800 4005**

For all services relating to children, please contact:
customer.first@suffolk.gcsx.gov.uk
or phone: **0808 800 4005**