

Home Maintenance Services and Building Adaptations (P10)



Torbay Disability Information Service

Torbay Care Trust
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Document Information

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2		8.6.11	Update of company details following receipt of further information.	
3		4.7.11	Update of company details in response to information received.	
4		11.7.11	Addition of Riviera Tile & Bathrooms.	
5		23.8.11	Addition of Darren Evans Plumbing Services, change of Age Concern Torbay to Age UK Torbay.	
6		11.11.11	Addition of Helping Hand.	
7		18.1.12	Deletion of Coral Bathrooms following closure.	
8		6.3.12	Update of Age UK Handyman contact details.	
9		2.4.12	Addition of AM Electrics.	
10		9.5.12	Update of Helping Hand's contact details.	

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About this information sheet

This is one of a series of regularly updated local information sheets that aim to meet the most common information needs of people with disabilities and carers in Torbay.

The information should be used as a guide only as it may not cover all the organisations that can help with your needs. Torbay Disability Information Service (part of Torbay and Southern Devon Health and Care NHS Trust) cannot guarantee the accuracy of the information or the quality of service provided by the organisations. No liability can be accepted for loss, damage, or injury arising out of any contract made by a private individual with any of the organisations listed.

Details change often, so please make sure you are using the current edition. Latest copies of the sheets are published on the following website pages:

Torbay Care Trust:

www.torbaycaretrust.nhs.uk/disinfosheets

Torcom:

<http://tinyurl.com/36oqua5>

If you do not have Internet access, you can ask for single copies from our office.

A full list of our other information sheet titles can be found at the end of this sheet.

Information can be made available in other formats and languages. Please let us know what your needs are.

Torbay Disability Information Service
Chadwell Annexe
Torquay Road
Paignton
TQ3 2DW

Telephone: (01803) 54 64 74

SMS (for deaf or speech impaired people): 07585 211314

Email: dis.torbay@nhs.net

Introduction

You are advised to take great care when getting any work done on your home. Please note that we are not able to recommend any of the tradespeople listed in this information sheet. We publish the information that they provide to us about their service, but it is advisable for you to double-check details yourself, eg. membership of trade bodies and insurance.

General Advice about choosing a Tradesperson

When choosing a tradesperson it is advisable to take the following steps:

Check:

- How long the tradesperson has been in business.
- What qualifications he or she has in their trade.
- Does the person have Public Liability Insurance.
- Whether your work is covered by a guarantee.
- If your tradesperson is a member of a Trade Association. You can follow this up with a call to the Trade Association to check that details are up to date. Also, check if they are registered with TrustMark – this will mean that they are working to a code of practice set down by an approved scheme operator and standards to give you greater protection. You can check registration at www.trustmark.org.uk or by calling (01344) 630804.

Get several quotes

Ask at least three builders for estimates in writing (these are usually free with no obligation, but check this first). Make sure that you understand what is included and whether or not the price includes VAT.

Ask for references and check them

Agree the work and put it in writing

When you have accepted a quote, request written confirmation detailing what has been agreed. This should include:

- An estimated start date
- The work that has been agreed and who will do this work
- An estimate of the time required to do the job
- Any guarantees and insurance cover
- Any aftercare services.

Payment

Final payment will not generally be expected until satisfactory completion of the work. If you do agree to pay a deposit make sure that the amount is officially receipted and don't pay in cash. On longer jobs, agree a schedule of payments and be sure that your payment at each stage reflects the progress made. Always keep back some of the total payment until the job is completed.

Local Advice and Assistance

Pluss Home Improvement Service

Pluss Home Improvement Service assists vulnerable and/or disabled adults and children who live in Torbay. The Service can help clients who qualify for assistance to adapt their home, enabling them to remain safely and comfortably in the community. It can advise people on grants that may be available to cover the cost of the works. The Service liaises closely with Occupational Therapists from Torbay and Southern Devon Health and Care NHS Trust as an assessment will be necessary to determine whether clients qualify for an adaptation. The Service also offers confidential advice, and can put people in touch with other services.

For further information, contact Pluss Home Improvement Service:

Unit 1, Woodview Road, Paignton TQ4 7HP

Telephone: (01803) 696565 email: homeimprovementservice@pluss.org.uk

Website: www.torbay.gov.uk/housing

Torbay Home Maintenance Register

If you are aged over 55 or have a disability and live in Torbay, Age UK Torbay have a list of reputable local trades people who have been vetted and have agreed to comply with a strict Code of Practice. They are prepared to carry out work in your home and garden, and offer a wide range of skills: electrical, plumbing, roofing, building, gardening, decorating and many more. For further information, please telephone (01803) 841845 or email: homeservice@ageuktorbay.org.uk

Gas Workers' Registration

GAS SAFE REGISTER

From 1 April 2009, Gas Safe Register replaced the CORGI gas registration scheme as the official gas safety body. Gas Safe registered engineers have an ID card with their licence number and photograph. To check registration visit www.GasSafeRegister.co.uk or call 0800 408 5500.

All registered gas installers are inspected regularly and also have to obtain certification by undertaking tests which show that they are competent to do the work. Businesses that allow gas workers to operate without evidence of competence will be struck off the Register.

If you are a home owner, you will now receive a safety certificate (called a Declaration of Safety) after a gas appliance has been installed – this proves that the appliance has been installed by a professional. You will also need to inform your Local Authority Building Control department of the work, which will require an inspection and will cost up to £300. However, if you use registered

installer, Local Building Control will be notified directly, offering you significant savings.

NB

- ◆ *It is always advisable to ask for a person's ID before letting them into your home.*
- ◆ *Whilst the information about home maintenance services in this sheet was verified by them at the time of publication it is always advisable to check registration prior to work being carried out.*

Electrical Safety Regulations

From 1 January 2005 new regulations relating to electrical safety came into force. All work that involves adding a new circuit to a dwelling or electrical work in kitchens, bathrooms or 'special locations' is now controlled. Householders will need to notify Building Control with a building regulation application or ensure that a competent person who is registered with a Part P Self-Certification Scheme carries out the work. For further information contact the Building Control Division of Torbay Council on (01803) 208095.

Where to find Gardening Services

This information sheet does not list gardening services. For information about gardening services in Torbay please contact the Torbay Home Maintenance Register on (01803) 841845 (see also page 5).

Further Information

You may find it useful to refer to the following information and advice:

Directgov

The Directgov website gives advice on choosing traders and service providers. View this information at:

<http://www.direct.gov.uk/en/HomeAndCommunity/Planning/ChoosingTradersAndServiceProviders/index.htm>

Office of Fair Trading (OFT)

Publishes 'Guidance on unfair terms in home improvements contracts'. This leaflet can be downloaded from the website at:

www.oft.gov.uk/OFTwork/publications/publication-categories/guidance/unfair-terms-consumer/oft737 or to order a copy, call OFT Publications on 0800 389 3158 or email: oft@ecgroup.co.uk

TrustMark

www.trustmark.org.uk Telephone: (01344) 630804

TrustMark is a not for profit organisation, licensed by Government and supported by consumer protection groups. If a firm is TrustMark registered it is working to a code of practice set down by an approved Scheme Operator and standards that give you greater confidence and protection.

Home Maintenance Services

Organisation Name	Address	Contact Name Tel. No.	Details of Service
Absoluto Building Services	162 Forest Rd. Torquay TQ1 4JZ	Kevin Scott, Manager (01803) 328521 07725 942313 Email: absoluto.kevin@yahoo.co.uk	Building services , including special needs adaptations, bathroom installations and design, wet rooms, plumbing, plastering, carpentry, brickwork and stonework. Disabled access, stairlifts, wheelchair lifts. Member of the Federation of Master Builders & European Builders Confederation. Free estimates. Area: Torbay, Newton Abbot.
Age UK Torbay - Handy Person Scheme	Age UK Torbay 12 Dendy Rd. Paignton TQ4 5DB Website: www.ageuk.org.uk/torbay	Christine Gibbons, Handy Person Scheme Co-ordinator (01803) 841846 christine@ageuktorbay.org.uk	Undertakes small household jobs for vulnerable people over 55 in Torbay, who are unable to manage themselves, due to disability or infirmity of age. May be able to help with changing tap washers, light bulbs and broken sockets, unblocking sinks, fitting smoke detectors & spy holes, hanging shelves and pictures, and putting up curtains and rails. Other help includes connecting washing machines (if connections are in situ), fitting locks and bolts to doors, windows, and gates, and assembling small items of flat pack furniture. Limited help with gardening may be available on a one-off basis, eg. small weed clearing jobs. Cost: £10 per call out. If work takes longer than an hour, a £5 charge is made for each extra half an hour or part thereof. Area: Torbay.

Organisation Name	Address	Contact Name Tel. No.	Details of Service
AM Electrics	7 Kingfisher Close The Willows Torquay TQ2 7TF Website: www.amelectrics.org	Daniel Morris (01803) 617687 Mobile: 07969 068793 Email: danmorris@amelectrics.org	Qualified Electrician. All electrical services, to include re-wiring, new lights, switches and new circuits. Able to provide services for physically disabled and visually impaired people. No job too small/large. Offers free estimates and free call outs. Emergency call-out service available. Area: Torbay and South Devon.
Andrew, Rod	22 Barnfield Road Paignton TQ3 2JT	Rod Andrew (01803) 559226	Builder. Large and small building jobs to include adaptation work for disabled people. Area: Torbay.
ARC Welding Services	Units 10-12 Laphorne Industrial Estate Ipplepen Newton Abbot TQ12 5TU	Gary Cobbledick Telephone: (01803) 813092 Fax: (01803) 813091	Steel fabricator. Any type of steel fabrication, from structural steel to the supply and fitting of galvanised tubular handrails. Costs: Please refer to service for individual quotations. Area: All of the South West including Torbay.
Brixham Property Care	86 South Furzeham Road Brixham TQ5 8JD	Christopher Godfrey Telephone/Fax (01803) 855259	General Builder. Full range of building work – large and small work undertaken, insurance work, extensions, adaptations for disabled people, hand rails, ramps, shallow steps, over bath showers, flush floor showers, shower cubicles, kitchen adaptations, PVC windows, porches and car hard standings. Ramps, banisters and other small items. Grant work undertaken. Area: Brixham.

Organisation Name	Address	Contact Name Tel. No.	Details of Service
D & C Building Contractors (workshop and store)	43 Higher Audley Avenue Torquay TQ2 7PG Website: www.dandchomeimprovements.com	Michael Daines Telephone/Fax: (01803) 325858 Mobile: 07778 370922 Email: dcsfast@aol.com	Supply and/or fit flush floor showers, grab rails, special ramps, and daily living aids (free delivery in Torbay). Disabled adaptations. Mon – Sat, 8.30am-5.30pm. Home visits by appointment. Emergency call out service available. Area: Torbay.
Darren Evans Plumbing Services	18 Tor House Broadsands Paignton TQ4 6LB Website: www.devansplumbing.com	Deborah or Darren Evans Telephone: (01803) 845145 Email: darrenevansplumbing@hotmail.com	Plumbing Services. Disabled wet room design and installation service, heating services, bathroom and shower suites, en-suites, tiling, electrical work and minor building work. Offers free estimates and free call outs. Also offers an emergency call out service. All plumbers are gas safe registered. Area: Torbay, Newton Abbot, Plymouth and Exeter.
Elston, Rex	57 Primley Park Paignton TQ3 3JS	Rex Elston (01803) 529800 or 07815 836330	Qualified Electrician. Rewiring, security lighting, extra lights, points, etc. Appliance repairs, including cooker and storage heater repairs Free estimates provided. Emergency call out service available. Area: Torbay.

Organisation Name	Address	Contact Name Tel. No.	Details of Service
First Class Independent Living	16 Rydon Industrial Estate Kingsteignton Devon TQ12 3SJ Websites: www.firstclassindependentliving.co.uk www.firstclasswetrooms.co.uk	Neil Golsworthy (01626) 332210 Email: info@firstclassbuilders.co.uk	Specialist building contractors providing internal and external adaptations, including design, installation and supply. Company has a purpose built showroom, displaying a wide range of wet rooms and mobility assistance products. Able to offer free home visits and free no obligation quotations. Also has a designated website for wet room and specialist products. Area: Torbay, Teignbridge, Exeter, Plymouth and South Hams.
Harris N, Building Contractors	Ash Lea Ash Hill Bishopsteignton TQ14 9PY	Nick Harris (01626) 774556 Mobile: 07803 191207	Builder. Offers complete building service. Any jobs, from new roofs to bathrooms and installation of showers for disabled people, toilet facilities, kitchen and bathroom fittings, ramps, to alterations and installation of grab rails. Flooring. Emergency call-outs offered. Area: Torbay and Teignbridge.
Helping Hand	27 Mount Pleasant Rd. Brixham TQ5 9RP Website: www.helping-hand-brixham.co.uk	Keith Bailey (01803) 855268 Mobile: 07401 033606 Email: info@helping-hand-brixham.co.uk	General home maintenance , including ramp design and installation, minor repairs and general odd jobs. Free estimates. Service available Monday to Friday 8.30 am - 5.00 pm, Saturday 9.00 am - 12.00 (other times may be possible). Area: Torbay

Organisation Name	Address	Contact Name Tel. No.	Details of Service
KFS Builders	2 Lyme View Road Babbacombe Torquay TQ1 3TR Website: www.kfsbuilders.com	Alan Walsh or Robert Harris (01803) 404090 Mobile: 07791 238805 Email: kfsbuilders@btinternet.com	<p>Builders. All aspects of disability work, including stair lifts, wet rooms, hand rails, level access shower rooms, mobility ramps, closemat toilets, disabled kitchens, track and hoist systems, disabled parking bays, through floor lifts and general building work.</p> <p>Registered with Gas Safe, NICEIC and CHAS. Members of Guild of Craftsmen and Constructionline.</p> <p>Offers free estimates, free call outs and emergency call out service. Charges time and a half after 5pm and double time after 8pm.</p> <p>Area: Torbay and surrounding areas.</p>
King, S J	32 Dolphin Crescent Paignton TQ3 1AE	Steve J King (01803) 521521	<p>General builder. Roofing, ramps, plumbing, decorating, plastering, rendering, wall tiling & garden maintenance. Free written estimates and quotes provided.</p> <p>Area: Torbay & South Hams.</p>

Organisation Name	Address	Contact Name Tel. No.	Details of Service
Kingdom Builders	Office 2 Dainton Complex Newton Road Torquay TQ2 5DD Website: www.levelaccess.co.uk	Paul Delaney (01803) 215335 or 07944 605956 Email: sales@levelaccess.co.uk	Wet room specialists. Offer a range of services, including level access shower areas, slip resistant flooring, bath hoists and grab rails, easy-operate showers and automatic toilets. Also provide access adaptations, including level access ramps and hand rails. Service available Monday to Friday, 8.00 am – 5.00 pm. Able to offer free home visits and free no obligation quotations. Area: Torbay & rest of Devon.
Manor Building Co.	23 Lloyd Avenue Shiphay Torquay TQ2 7DH	Peter Passmore (Proprietor) (01803) 614721	Builders. Undertakes large extensions and new build only. All work completed by the same firm. Member of the Federation of Master Builders, Federation of Warranted Builders, & NHBC. (Currently booked for 12 months ahead.) Area: Torbay.
MBS Building & Maintenance	The Willows 126 Torquay Road Paignton TQ3 2AH Website: www.mbsbuild.co.uk	Mr M G Isaac (01803) 553216 Fax: (01803) 529110 Mobile: 07770 358626 Email: info@mbsbuild.co.uk	Building work – maintenance, building, alterations, extensions, adaptations, underpinning and drainage. Will undertake grant work. Established in 1985. Member of NFB, CITB, NHBC, CHAS and Constructionline. Achieved ISO 9001: 2008 certification (certificate valid until January 2012). Emergency call-out service available. Area: Torbay & South Devon.

Organisation Name	Address	Contact Name Tel. No.	Details of Service
Paull, C T	160 Windsor Road Torquay TQ1 1SR	Mr C T Paull Telephone/Fax (01803) 291993 Mobile: 07885 616354	Building services, including extensions and heavy building work. Preparations for hoists, fittings etc. Commercial rates. Area: Torbay, South Devon and up to Exmouth.
Reddy Plumbing and Heating Ltd.	50 Kings Road Paignton TQ3 2AW	Simon Reddy, FCIPHE (01803) 559587	Master Plumber 'repair' specialist in combi-boilers and general household plumbing. Gas Safe registration: 126314. Area: Torbay.
Riviera Tile & Bathrooms	Unit 10 Chatto Way Industrial Estate Chatto Way Torquay TQ1 4UE Website: www.rivieratile.co.uk	Andrew Jones & Nick Mogridge (01803) 327000 Email: sales@rivieratile.co.uk	Offers showering, bathing, tiling and wetroom solutions for easy access bathing. Supplies and installs all bathroom related products, providing a fitting service, support and aftersales back-up. Has an extensive display of products in Torquay showroom (open Mon-Fri, 8.00am-5.00pm; Sat, 8.30am-3.30pm). Offers free call-outs and estimates Area: Torbay, South Hams, Teignbridge and East Devon.
S C Builders	93 Grenville Ave. Chelston Torquay TQ2 6DP	Mr Steve Corderoy (01803) 404567	General Builder. Most building work undertaken including plastering, ramps, steps. NO electrical or plumbing work. 20 years experience. Free estimates. Area: Torbay & South Devon.

Organisation Name	Address	Contact Name Tel. No.	Details of Service
S J Dark Ltd.	57 Torquay Road Paignton TQ3 3DT	Steve Dark (01803) 552511 or (01803) 526162 Fax (01803) 529936	All electrical services to include fire alarms, emergency lighting, telephone systems, nurse & warden call systems, close circuit TV, new installations, appliance testing, rewiring, intercom systems. Established 1978. No job too small/large. Free design service. Free estimates. Commercial rates. 24-hour emergency call-out service available on (01803) 552511. Area: Torbay.
South West Plumbing Services Ltd.	The White House Broomhill Way Torquay TQ2 7QL	Roger Mawson ACIPHE RP Telephone (01803) 615000 Fax: (01803) 615900 Email info@swpsl.co.uk	Plumber. Heating and plumbing installations. Gas fitting, servicing and repairs. Gas Safe registered (Reg. no. 125561), OFTEC registered & Member of the Chartered Institute of Plumbing. Mon-Fri. 8.30 am-5.00pm. 24-hour emergency maintenance service. Costs: Quotes given for each job. Area: All of Torbay and 10 mile radius of Torquay & Newton Abbot.
Steel Fabrications	Rear of 1a St James Road Torquay TQ1 4AZ	(01803) 296520	Metal fabricator. Any metal work including galvanised hand rails, fire escapes, gates & railings. Structural steelwork, alterations & repairs. Works Mon-Fri. Costs dependent on size of work. Area: Torbay.

Organisation Name	Address	Contact Name Tel. No.	Details of Service
Steeltech (South West) Ltd.	R/O 27 Conway Road Paignton Devon TQ4 5LF	Jonathon Law (01803) 526436 Fax: (01803) 525314 Mobile: 07967 203552	Steel fabricator & fitting. Can supply & fix anything in steel e.g. galvanised hand rails, gates, railings to structural work & balustrades. Area: Torbay and rest of South Devon. Also covers Exeter and Plymouth.
Wallis, AR & E	37-39 Torquay Road Paignton TQ3 3DT	Telephone/Fax (01803) 559368	Electrical Engineers. Domestic rewiring. Able to provide some services for physically disabled & visually impaired people. NICEIC approved electrical contractor. Commercial rates. Area: Torbay.
Watson Electrical Ltd	Unit 7, Henley's Business Park Manor Road Abbotskerswell Newton Abbot TQ12 5NF	Anne Burgess (01626) 362185	Electrical contractors. Provide 24-hr cover for fire & burglar alarms (commercial and household). Deal with any electrical problems. Home visits. Competitive rates. Emergency call-out service available. Area: Whole of the South West.

Other Titles in this Series

Most sheets have many pages, and details change often. If you would like copies, please request no more than 5 titles at a time (further details on p. 3).

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Care Homes: Paignton and Brixham	C01
Care Homes: Torquay	C02

Further Information and Advice

Torbay Disability Information Service

Torbay Disability Information Service has been providing comprehensive information and advice to people in Torbay for over 21 years and we are a founder member of the Torbay Advice Network (TAN). Our service is open to any resident of Torbay affected by any type of disability. We also provide information to anyone working or caring for people with disabilities.

Our centre is located in purpose-built premises with level access, accessible WC facilities and adjacent parking. We are close to the 12/12A and X46 bus routes.

No referral is necessary. Simply visit our office, call us on **(01803) 546474** or email us at dis.torbay@nhs.net

We offer:

- An enquiry desk service covering a wide range of topics related to disability support and independent living.
- Advice and guidance on disability-related social security issues, including benefit checks.
- Office based support with Disability Living Allowance applications and Attendance Allowance for unpaid family carers.
- Torbay Mental Health Information and Advice Service. Contact Disability Information Service for further information or to make an appointment.


Opening hours: Monday to Thursday, 9.00am to 4.30pm; Friday, 9.00am to 1.00pm only.

Signposts for Carers

Signposts for Carers is Torbay's dedicated telephone support service providing specialist information and advice to unpaid carers in Torbay. Contact *Signposts* in confidence to find out about services, equipment, benefits and rights. Support is available on a short or long-term basis.

Opening hours: Mondays to Thursdays, 9.00am - 4.30pm. Fridays: 9.00am - 1.00pm.

Calls are diverted to a 24-hour staffed message taking service outside office hours. Your details and enquiry will be relayed to us and we will respond to your enquiry on the next working day.

 **(01803) 666620**

 signposts@nhs.net

Was this information sheet useful?

We are keen to ensure that this information sheet is relevant to your needs and clear. We would be grateful if you would take one minute to complete the simple and anonymous questionnaire below and send it back to us **post-free**.

Our address is:

Torbay Disability Information Service
FREEPOST SWB31050
Chadwell Annexe
Torquay Road
Paignton
TQ3 2ZZ

Q: Where did you get this information sheet from?

Q: How old are you?

Q: How long have you lived in Torbay?

Q: Was the information easy to read and helpful? (Please tick **one** box only)

Very Easy

Fairly easy

Undecided

Fairly difficult

Very Difficult

Q: How might we improve it?

.....
.....

Q: What local disability related support do you struggle to find out about?

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Note: Please contact us on (01803) 546474 if you need help or have questions about the contents of this information sheet.



Partners in Care

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This document can be available in other languages and formats. For more information telephone 01803 546474