Houseproud Scheme

HELPING HAND WITH RENOVATIONS, IMPROVEMENTS, REPAIRS AND ADAPTATIONS

www.wrecsam.gov.uk  |  www.wrexham.gov.uk
It is well known that the prospect of having building work done is daunting enough even without the dangers of cowboy builders and concerns over how to pay for the work.

The council run scheme ensures that any home improvement, repairs and adaptation works to properties can be carried out with total peace of mind.

Houseproud offers a safe, easy way to get those essential jobs done professionally and with the minimum of fuss, with the sole aim to help residents to live safely and independently in their own homes.

The Local Authority will allocate you with your own Houseproud Officer who will visit your home to discuss with you what improvements, repairs or adaptations you would like and whether you are eligible for help under this or any other scheme.

Your Houseproud Officer will then assess what works are required and how much it is likely to cost you. Once it is agreed how you will pay for the work your Houseproud officer will draw up the specification and produce tender documentation for reputable council approved builders to price.

On your approval the council will instruct the builder to commence works. When the work is completed your Houseproud Officer will then arrange for it to be inspected to ensure that the work has been satisfactorily carried out. The builder will then invoice you for you to pay the builder direct.
PAYMENT OF FEE’S

If the client wishes to proceed with the tendered works then they will be required to complete and sign a ‘Houseproud scheme consent form’ prior to authorisation being issued to the contractor to commence works.

The council’s administration cost for facilitating works is 2.5% of the contract sum or, where the contract sum is £2,000:00 or less a minimum charge of £50.00 will apply. A fee will only be applicable if the client chooses to proceed with works following submission of tenders.

If the works are of a larger scale and will require Building Control and Planning applications, the technical cost is 8% of the contract sum.

2.5% of this cost may be payable for the preparation of drawings by the architect and the remaining 5.5% payable if physical works proceed.

The client is responsible for all ancillary and associated costs including;

- Building Control
- Planning
- Structural Engineers
- Specialist Reports

The Local Authorities finance section will invoice the client direct for the payment of council fees.

If the client wishes to proceed with the tendered works then the client will be required to complete an ‘acceptance of tender form’. On completion of the agreed works the contractor will invoice the client direct for payment. Your payment will be subject to the works being completed to your satisfaction and certified by the council project manager.

Wrexham Trading Standards want you to report doorstep crime, scams & cold calling. There are individuals, rogue traders, Gypsies & Travellers who sell services on the doorstep that are unwanted, often unnecessary, overpriced, miss-described and ineffective. You may be cold called out of the blue, given no time to think, perhaps told they have some building work requiring urgent attention, or have the pretence of being confronted by a ‘bogus’ official. This is a crime Trading Standards investigate. If you are concerned about yourself, a friend, neighbour or family member, you can report to Trading Standards via the Contact Centre at Wrexham Council on 01978 298997
WARRANTY / GUARANTEE

Works administered through the Houseproud Scheme will not be issued with a warranty / guarantee by Wrexham County Borough Council. If the client requires cover this can be arranged at an additional cost for the premium directly with the builder.

All works will be issued for tender to contractors who hold membership to the relevant statutory bodies within the construction industry, and have a proven reputation for carrying out works to a high standard and good customer care. All contractors are continually monitored for performance compliance on each individual completed scheme.

Arrange an appointment with the Houseproud Officer:

Housing Renewal
Housing Services Department
Wrexham County Borough Council
Ruthin Road
Wrexham
LL13 7TU

Tel: 01978 298993
Fax: 01978 298993
Email: housing@wrexham.gov.uk

The Citizens Advice Consumer Service helpline provides free, confidential and impartial advice on consumer issues (9am to 5pm Monday to Friday) on 03454 04 05 06 (English) 03454 04 05 05 (Welsh).

For non-emergencies - leafleting or knocking on doors - to alert your neighbourhood policing team, PCSOs & Trading Standards contact 101. If you feel intimidated, threatened by aggressive behaviour or sales tactics, or someone is trying to gain entry into your home dial 999.

Sign up for alerts in your area with watch@owlcymru.org
01352 708118