

Darebin City Council

Window Cleaning and Gutter Clearing Subsidy Program



the place
to live

What is it?

The program is a way for Council to help people living in Darebin pay the cost of window cleaning and gutter clearing.

How does it work?

At Council, we do not do this work ourselves. You will need to:

1. Choose a business that you would like to do the work for you.
This can **only** be: gutter clearing and/or window cleaning.
2. Pay the business the full amount for the work.
3. Keep a tax invoice/receipt to show that you paid the full amount.
4. Fill out the form below and send it to: Darebin Council, Aged and Disability Department.

We will pay you back **half** of the cost of the work, up to a total of \$120.00, once per year.

Who is it for?

This program is for residents of Darebin who:

- Are aged over 65 years (or over 50 years for Aboriginal and Torres Strait Islander people).
- Get support from, or are eligible for the Commonwealth Home Support Program.
- Do not get other Government funded supports for living at home.

What work will it cover?

Council will only pay part of the cost for:

- Gutter clearing, and/or
- Window cleaning

How often can you get a claim-form?

A household can only make **one** claim per year, and cannot split the \$120.00 value over more than **one** claim. This means you will need to choose **either** gutter clearing **or** window cleaning, **or** both at the same time (up to \$120.00).

Can your claim be turned down?

Council can turn down your claim if:

- You have made a claim in the past twelve months, or
- Your tax invoice/receipt or your form are incomplete, incorrect or not eligible.

If this happens we will call you to try and sort it out. If we cannot sort it out and your claim is turned down, we will send you a letter to let you know why.

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Who can you get to do this work?

It is your choice. We cannot recommend or endorse any businesses. Whichever business you choose, you will need to make sure that they can give you a **Tax Invoice/Receipt**.

The Tax Invoice/Receipt must **clearly show**:

- Name of business
- Australian Business Number (ABN)
- Business contact details and address
- Itemised work completed
- Address where the work was done, and resident name
- Date the work was done
- Acknowledgement that the cost of the work has been **paid in full**

What if you are not happy with the work?

You are responsible for choosing the business you would like to do the work for you.

Council is not responsible for this, and we are not able to get involved in:

- Who you choose,
- How and when the work is done,
- Whether the work meets your needs.

What happens after you send us your form?

If everything is ok with your form, we will pay you back **half** of the cost of the work, up to a total of \$120.00, once per year.

We will do this via the option you choose on your form (cheque or credit against an existing debt). This will take up to one month.

What to do if you have questions?

Call the Darebin Council Aged and Disability Department on 8470 8828. We will do our best to answer your question.

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Claim Form

Name:	Date of birth: / /
Address:	Phone number:

I would like the money to be repaid by:
(Choose one of the options below)

- Cheque mailed to me
- Deduction from other outstanding Aged and Disability Department debts
(eg. Meals, Domestic Assistance, Personal Care, Respite, Social Support Group)

Checklist:

- The reimbursement I wish to claim is for gutter clearing and/or window cleaning
- My claim amount is the lesser of \$120 or 50% of the cost of the work
- The work is complete and I have paid for it in full
- I have attached a Tax Invoice/Receipt that clearly shows:
 - Name of Business
 - Australian Business Number (ABN)
 - Business contact details and address
 - Itemised list of work done
 - Address of where work was done, and resident name
 - Date the work was done
 - Amount paid or "paid in full" stated
- I understand that Council is not responsible for the business I have chosen to do the work, or how well the work that has been done
- I have not received reimbursement for gutter clearing and/or window cleaning in the last 12 months
- I understand that my claim may be turned down or delayed if the information I have given is incomplete or incorrect, and if so Council will let me know.

Signed: Date:/...../.....

Officer to fill out		
Over 65 years of age	Aged Care (AC) number	No AC number? Please list supports/services