

# Terms and Conditions

## These apply to every application and payment

### Eligibility

Only people who have been verified as eligible to apply to Caranua for services can make an application.

### Services and limits

- We can only pay for things that we have approved in advance and that are included in our published guidelines
- Limits apply to some items, as set out in our guidelines
- Where required, your application must include an assessment of need and recommendation by a public health nurse, occupational therapist, engineer, builder or other relevant professional. *Where there is a Caranua preferred supplier there is no need for a separate recommendation.*

### Providers and suppliers

- All providers and suppliers must be qualified, registered with the relevant professional or accrediting body, compliant with tax and other laws and regulations and approved by Caranua
- From time to time Caranua will have arrangements with “preferred suppliers” and these are the only suppliers we will approve
- A provider can never be a relative or a friend
- The contract for services is between the applicant and the service provider. Caranua’s role is to provide payment and Caranua is not liable for any issues that may arise, for example regarding quality of service provided

### Quotations, invoices and receipts

*Where there is a Caranua “preferred supplier” we do not need quotes.* We need quotes for all other applications.

- Where the cost is less than €1000 or other currency equivalent, we need one quote
- Where the cost is between €1000 and €5000 we need two quotes. For amounts above this, we need three quotes
- Where the cost is over €10,000 the supplier must provide a tax clearance certificate

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We require receipts for all services that we pay for. This can be in the form of a **receipt** or an **invoice marked paid**. If we do not receive receipts from you, you may be subject to audit by Caranua.

Quotes, invoices and receipts must be **printed on official paper and must be received within three months of the date of issue**. It must also contain the following:

- Your name, address and telephone number
- The supplier's name, address, contact details, VAT registration number, membership of relevant trade or professional organisation
- An itemised description of the work (including itemised costs) to be undertaken
- Information on the materials to be used
- A statement as to why the work is necessary

## **Evidence of tenancy or ownership**

We need evidence that you are the legal tenant or owner of the property the proposed work is to be carried out on, and that this is your sole residence. This can be in the form of property deeds, an official letter from a landlord, rent receipts or rent book, or evidence of property tax or rates payment.

## **Permission from landlord**

- If you are renting, you must have written permission from your landlord (council, housing association) to carry out repairs or improvements.
- We cannot pay for structural repairs if you are renting from a private landlord.

## **Costs and tax relief**

- Prices must be reasonable and within the limits set by Caranua.
- Where public grants, social insurance payments or tax relief is available you must apply for these and they will be deducted from the payments we make.

## **Payment can be used only for purpose and supplier approved**

- Once we have agreed to make a payment, the payment can only be used for that purpose. We can only issue payments to the supplier we have approved.
- Caranua will carry out regular follow up checks that money has been spent on the services and suppliers that were approved.

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## **Fraud or false information**

- We will investigate any suspected instances of fraud or false or misleading information
- Any cases of fraud will be reported to the police and criminal proceedings may follow. You will be disqualified from making further applications and Caranua may reclaim any payments already made to you.

## **Confidentiality**

- Any information that you give to Caranua, for any purpose, will be treated in the strictest of confidence. Your information will never be shared with another person without your permission
- If you or we wish to share information about you with another body, we will ask you to sign our “Permission to Share Form”
- There is no need for you to tell a supplier or any one else that you are receiving assistance from Caranua
- We cannot protect your confidentiality where you indicate an intention to commit crime or cause harm to yourself or another, where there is evidence that you have supplied false or fraudulent information or where Caranua is ordered by a court to provide evidence.