

**The Handy person service is advertised to citizens of York as follows:**

We can carry out small repairs and odd jobs around your home.



If you are finding it difficult to hang a picture, or even change a light bulb, we can help you out. The old phrase “no job too small” really is what we’re all about.

Our Handypersons regularly do the following for our customers:

- Change light bulbs
- Fit door bells
- Secure loose carpets or rugs around the home (but not fit carpet)
- Supply and fit door locks
- Supply and fit Key safes
- Supply and fit plastic and metal grab rails
- Supply and fit handrails

Our Handypersons are Occupational Trusted Assessors, meaning they are qualified and trained to an accredited standard to be able to determine the most appropriate position for fixed pieces of equipment in your home.

We have to charge for any materials we use, though as a non-profit organisation this is usually at cost.

The Specification says:

## **1 PURPOSE OF THE SCHEME**

- 1.1 The aim of this service is to provide handyperson services to York residents that are on a low income and not able to carry out the tasks themselves due to frailty or physical disability.
- 1.2 The service is designed to maximise the opportunities for older people, people with physical disabilities and people with learning disabilities to maintain their tenancy.

The provider should prioritise tasks based on the priority bands indicated below. The tasks this service should offer are:

### **Priority level 1 - Fall prevention**

- Repairing frayed carpets
- Changing light bulbs
- Fitting and replacing batteries in smoke & Carbon Monoxide detectors
- Telephone extension cables
- Removing and replacing curtains so they can be cleaned
- Changing fuses

### **Priority level 2 - Security**

The service could provide improvements including:

- door chains

- bolts
- spy holes
- key safes
- door locks etc

If there is a Cat 1 Health and Safety risk then the provider should ensure the customer is aware of the access to Home Safety Loans (or Home Appreciation loans for larger pieces of work), subject to availability.

### **Priority level 3 - Improving quality of life**

- Fitting loud door bells
- General garden maintenance (no more than 6 times a year per person) \*
- Decorating (no more than one room a year per person)\*

\* The service can only allocate a maximum of one gardening and one decorating job per week.

Any gardening and decorating tasks need to first be allocated to any volunteer, time bank or social enterprise if provision is available.

### **Other**

- Ensuring the Home Service Directory is made available to customers.
- Providing a H&S assessment of the property that uses some criteria from HHSRS standards