

# EDEN INDEPENDENT LIVING

## Handy Person Service – a service you can TRUST

Do you need an extra person or another pair of hands to do a minor repair or small job around the house or garden?

It can be difficult and expensive to call out someone you don't know, especially for smaller jobs. Our Handy Person Service is here to help you with those tasks, so you get a good job done at a fair price by a trustworthy contractor - complete peace of mind!

### Who provides the service?

The Handy Person Service is a partnership between:

- Eden Independent Living, working with:
- One Call Services Penrith, a local and reliable company, who will provide the Handy Person Service across the Eden District
- Eden District Council (who are providing financial support to subsidise the service).

### Who can use the service?

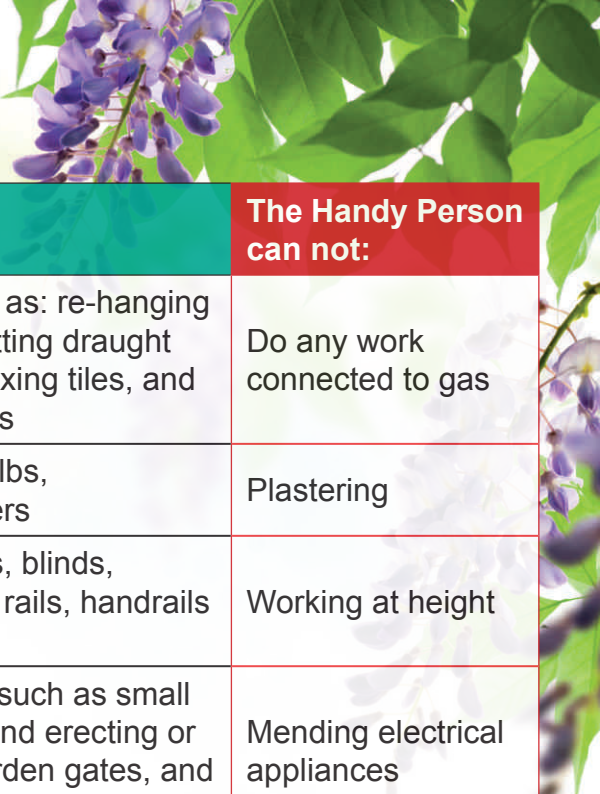
Anyone who rents or owns their own home who is:

- Over 60
- Of any age and who has a disability or is suffering from long-term ill health
- Being discharged from hospital



If you are not sure you meet the criteria but feel you have legitimate reasons to need the service then do contact us.

Examples of the work that our Handy Person Service can and can not do are listed below:



The Handy Person can:	The Handy Person can not:
<u>Undertaking small repairs</u> such as: re-hanging doors and replacing handles, fitting draught excluders, bleeding radiators, fixing tiles, and fitting telephone extension leads	Do any work connected to gas
<u>Replacing and re-fitting</u> light bulbs, lampshades, toilet seats, cookers	Plastering
<u>Putting up</u> curtain rails, curtains, blinds, mirrors, pictures, shelves, grab rails, handrails and towel rails	Working at height
<u>Doing small jobs in the garden</u> such as small sections of fencing, collecting and erecting or re-roofing sheds, putting on garden gates, and a one-off garden tidy	Mending electrical appliances
<u>Gutter cleaning</u> especially useful in Autumn	Roof repairs



### How does it work?

To book the Handy Person Service call Eden Independent Living on 0800 038 3161 (free from landline) or 01768 861468. We will arrange a suitable time and date.

### What sort of work can be done?

The focus of the Handy Person Service is on small repairs or jobs around the home and garden.

### What does it cost

The Handy Person Service labour cost is £15/hr (including travel time) if you live in Eden District and £20/hr if you live outside.\*

*We would encourage you to batch up your jobs to make best use of the full time allowed*

### How can I ensure quality?

The Handy Person Service is committed to customer satisfaction, and to provide a quality service. Written service quality standards are available. The service is fully insured.

All workmanship and materials are guaranteed for one year. A manufacturer's product may carry a longer or different guarantee than this.



\*Any materials used will be charged for at cost.

Payment is to Eden Independent Living and we will send you an invoice following completion of the job.

There is a minimum charge of £15 and a maximum time of three hours – you choose what you need for the number of jobs that need doing.





## What do I do next?

If you would like to use this service or to find out more information please call:

Eden Independent Living on **0800 038 3161** (free from landline) or **01768 861468**, and one of our team will be happy to help you.

## Other Eden Independent Living services available

A central aim of Eden Independent Living is to provide a 'one stop shop' to make it easier for older people to access a wide range of services – practical services such as shopping and cleaning, personal care, social support and community alarms and telecare.

### COMING SOON:

Decorating & Gardening Services

Ask for the **Eden Independent Living leaflet** to find out about the other services we provide.



The Handy Person Service is part funded by



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(free from landline)

or **01768 861468**

[www.edenindependentliving.org.uk](http://www.edenindependentliving.org.uk)