

How do I ask for work to be done?

You can contact us yourself, or a friend, relative or other agency can do this for you (as long as you have been included in the decision).

How much will it cost?

Charge	Unit Cost / Fee
Handyperson mileage, administration and labour	£10 per hour from time of arrival
Material	Supplied by client or full cost recovery
If invoice required admin charge	£10 per visit

An hourly rate of £10 a hour will be charged. The following will serve as a guide for potential clients:

1 hour	2 hours
Keysafes Door chains Grab rails Very small plumbing jobs Changing batteries Changing heating timers Changing Euro-profile barrel lock	Curtain rails Changing tap washers Stair rails (using mop-stick)

Your views

We are always interested in your view on ways in which the scheme can be improved and you are encouraged to contact us with your suggestions. If you wish to complain, you can contact the Customer insight team, at Herefordshire Council, Franklin House, 4 Commercial Road, Hereford, HR1 2BB or telephone number 01432 260535 for more details.

How do I get in touch?

Our office is normally open from:
9:00 - 5:00 pm Monday - Thursday
9:00 - 4:30 pm Friday (excluding Bank Holidays).

Contact details:

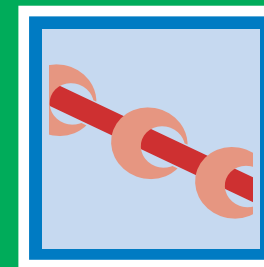
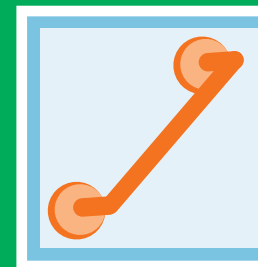
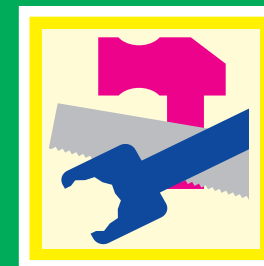
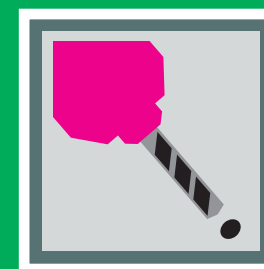
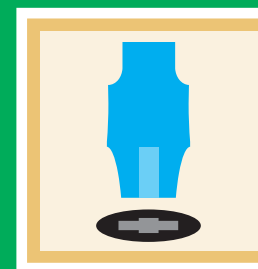
You at Home, Herefordshire Council,
 Nelson Centre, Whitecross Road,
 Hereford, HR4 0DG
 Telephone no: 01432 260757
 Email: yah@herefordshire.gov.uk

If you would like help to understand this document, or would like it in another format or language, please call You at Home Service on 01432 260757 or email: yah@herefordshire.gov.uk

The Herefordshire Handyperson Scheme

You at Home

Home Improvement Agency
 Promoting warm and safe homes in Herefordshire



Who are You at Home?

The Herefordshire Handyperson Scheme is provided by Herefordshire Council's You at Home service. All visiting Handyperson staff have been police checked and carry identity cards.

Who can apply?

Any person resident in Herefordshire County, however, priority will be given to vulnerable clients.

We can undertake small home repairs e.g.

- ✓ Grab rails, stair rail and keysafe
- ✓ Installing blinds, curtain rails, drawer handles and catches
- ✓ Installing safety and security items (such as window locks, door locks, door chains, bolts and peepholes)
- ✓ Checking or fitting smoke alarms and door bells and replacing batteries
- ✓ Replacing light bulbs and fluorescent tubes



- ✓ Minor plumbing repairs (such as replacing ball valves, tap washers, installing bath sealant and toilet seats)
- ✓ Minor blockages to sinks and toilets
- ✓ Re-setting clocks and heating system clocks
- ✓ Bleeding radiators
- ✓ Hanging shower curtains
- ✓ Moving small items of furniture
- ✓ Trimming hedges and shrubs and clearing paths (**only where this will make it safer to get into the property**)
- ✓ Repairing garden gates to allow safe access and exit.

And various other minor repairs.

The following list provides examples of the types of jobs we will not be able to do:

- ✗ Tasks which are the landlord's responsibility
- ✗ Major plumbing jobs
- ✗ Electrical jobs which require a trained electrician
- ✗ Work on gas appliances that require a Gas Safe registered engineer
- ✗ Decorating
- ✗ Garden maintenance

- ✗ House cleaning
- ✗ Window cleaning
- ✗ Jobs needing access to the loft
- ✗ Jobs that are paid for through other funding streams

We can offer you a Home Safety Assessment. If this highlights any work which needs doing, we may be able to carry out some of the work ourselves. If we can't do the jobs which need doing, we will suggest other ways in which they could be done, and may be able to put you in touch with other services which can help.

All visits to your home will be confirmed in advance by letter or telephone. There will be no specific appointment time, but a commitment will be made to visit you during a particular morning or afternoon period. All staff will provide their own equipment to use in your home, in order to meet health and safety requirements. The handyperson will leave you with a record of the work which has been undertaken.

How long will it take?

Can take up to 28 days unless of an urgent nature.