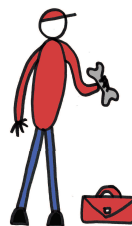
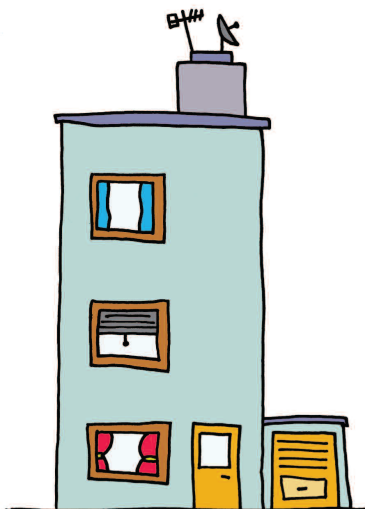


Handyperson Service

working in partnership
with Age UK



Get extra work completed on your home – with our Handyperson Service.

How does the service work?

Phone or email us and let us know what work you want doing. For simple repairs – such as changing a light bulb – we will be able to agree the work straight away and you will be able to pay the handyperson directly.

For more difficult jobs we may need to get a quote for you and you may also need to pay for the work in advance.

When your request has been agreed, our contractors will contact you to arrange an appointment to do the work.

To use the Handyperson Service you must have a clear rent account.

How do I apply for work to be done?

Call us on 0300 123 66 11 or email us:
spire.homes@longhurst-group.org.uk

What kind of work is covered by the service?

The Handyperson Service covers minor repairs and improvements which are your responsibility – we have listed some examples below:

Essential tasks are

- Changing light bulbs, fluorescent tubes, fuses and plugs
- Replacing a sink plug or unblocking sinks
- Fitting a door bell
- Fitting banister rails to stairs
- Fitting grab rails
- Fitting safety chains and window locks
- Fitting curtain tracks and rails
- Minor plumbing or electrical work
- Replacing toilet seats
- Changing locks



Larger tasks are

- Painting, decorating and tiling
- Taking down and re-hanging curtains
- Putting up pictures
- Putting up or repairing shelves
- Fixing tenants own fences
- Hedge cutting and garden tidying
- Lawn mowing



*Hourly charges are for labour only, materials are charged separately.

There are a wide range of other jobs we can undertake for you – just contact us to find out more! Assessments and quotes are free.

What if I'm not happy with the work?

If you are not happy with any of the work that is done under the scheme, you must raise any issues with us within five working days of the work being completed.

We will then inspect any work done and decide if the contractor did a reasonable job or not. If we agree that the work is not right, we will arrange for the handyman to return and complete the work.

This leaflet is available in various formats, i.e. different languages, braille, audio formats etc. Please contact us for further information.



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