



Handyperson Scheme



Do you need help with minor repairs to your home?

Our Handyperson Schemes could help you with some of the small repairs needed around your home. Many vulnerable people living in Epping Forest District are eligible, and there are three different schemes covering:

- Homeowners and private tenants
- Tenants living in council-owned sheltered housing
- Tenants living in other council owned homes throughout the district

The service is provided for free, or at a low cost, depending on the scheme and the work you require. Reputable contractors, or our own staff, can help you by fixing minor faults (leaking taps for example). They can also carry out small tasks, such as putting up curtain rails, changing locks or even assembling your flat-pack furniture!



Homeowners and private tenants

C.A.R.E. (Caring and Repairing in Epping Forest) is a Home Improvement Agency managed and run by Epping Forest District Council. C.A.R.E. provides a Handyperson Service for retired homeowners and private tenants who live in the district and are over 60 years of age.

Our reputable and vetted contractors carry out small, low cost, repairs and home security work. They can also provide minor falls prevention measures.

If you are on means-tested benefits you will need to pay a contribution of £34.30, each time you use the Handyperson Service. You will not have to pay for minor falls prevention and home security works which are free of charge.

Means-tested benefits include Housing Benefit, Local Council Tax Support and Guaranteed Pension Credit.

If you are not on means-tested benefits you will need to pay a contribution of £56.40, per Handyperson visit, or £28.15 for minor falls prevention and home safety works.

Where the work costs less than these limits, you will only pay the actual cost.

In any application there is a maximum value of works, applied to each job, which is £250 (including VAT). The maximum total allowed, per household, is £400 in any 12 month period and there should be three months between applications. The charges for C.A.R.E. Handyperson Service are reviewed annually.

For further information about the C.A.R.E. service, or for details about the Handyperson Service, phone C.A.R.E. on **01992 564086** or write to:

Private Sector Housing Assistance Team
Epping Forest District Council
Civic Offices, High Street,
Epping, Essex CM16 4BZ.

Email:
pshgrantsandcare@eppingforestdc.gov.uk



Tenants living in council-owned sheltered housing schemes

Under the terms of their tenancy agreement, council tenants are expected to deal with certain repairs and DIY tasks. But not all tenants are capable of replacing a curtain rail or putting up shelving.

If you live in one of our sheltered housing schemes, a dedicated member of our Housing Repairs Service can help you. You can get assistance with all sorts of small repairs and odd jobs that would normally be your responsibility. Repairs could include replacing light bulbs, lavatory seats or chains, and tap washers (please note, we do not supply bulbs or toilet seats). The Handyperson could also fix curtain rails, erect shelving or connect a new washing machine but you would need to supply them. You will find a list of the main qualifying jobs on the next page. Other small jobs may also be considered.

If you want the Handyperson to do some work for you, the process is very simple and easy to use. There are a few options to choose from. Call 01992 564199, selecting the Repairs Call Centre Option 1 and state you have a Handyperson job. You can email housingrepairs@eppingforestdc.gov.uk and in the subject heading state 'Handyperson job'. You can also speak to a Scheme Manager who can call or email on your behalf. Or you can speak directly to the Handyperson. Remember to state your name and flat number, as well as details of the work to be undertaken.

Other council tenants

You don't have to live in our sheltered housing to use the Handyperson Scheme, because there is a separate service for other council tenants. This scheme could help you with some repairs that you would normally be responsible for yourself, as set out in your tenancy agreement. It is managed on our behalf by Voluntary Action Epping Forest (VAEF). The service includes minor repairs and other small works not normally carried out by the Council's Housing Repairs Service. In addition, the VAEF Handyperson can carry out works to prevent falls and injuries, and give preventative advice.

To be eligible you must be:

- aged 60 years or over (and have nobody of working-age living with you), or
- have certain defined disabilities that make DIY tasks difficult for you (and have nobody living with you who is physically able)

The service is free of charge, but you may need to provide some materials. See the list on the next page for examples.

Council tenants not living in sheltered housing schemes can arrange for a handyperson to visit by phoning the Housing Repairs Service on **01992 564199**.

Email: housingrepairs@eppingforestdc.gov.uk

We also operate a Garden Maintenance Scheme - to help council tenants who find it hard to manage their gardens due to age or physical disability.

This scheme is also managed by VAEF. Contact your Area Housing Officer for more details. Phone **01992 564000** if you are not sure which Area Housing Office deals with your area, or look in your Tenants Handbook.

Handyperson Scheme for council tenants Main qualifying jobs	Tenant to supply materials	Council will provide materials
Bulb Changing	✓	
Electrical plugs	✓	
Telephone extension cable running	✓	
Radiator bleeding	Not required	Not required
Altering timers for heating	Not required	Not required
Tap washers		✓
Shower holders (that work off taps)	✓ see note 1	
Shower curtains and poles	✓ see note 1	
Lavatory seats	✓ see note 1	
Sink, basin and bath plugs		✓
Blocked drains, sinks, toilets, baths and pipes	Not required	Not required
Plumbing in washing machines	Not required	Not required
Repairing loose tiling over baths or sinks	✓ see note 2	✓
Cupboard doors that are loose or off	Not required	Not required
Tightening door handles	Not required	Not required
Extra door and window locks	✓	
Spy holes	✓	
Door chains	✓	
Draft exclusion		✓
Small ramps to go over threshold when gaps or height difference is a problem for wheelchair user		✓
Replacing curtain rails	✓	✓ (Battens)
Coat rails	✓	
Shelving, hooks and rails	✓	
Picture hanging	✓	
Carpet trimming		✓ (Threshold Bars)
Flat pack assembly	✓	
Path clearance	Not required	Not required
Putting up individual washing lines (not communal)	✓ see note 1	
Replacing broken fence posts (see note 3)		✓
Fitting locks to back gates (for secure access)		✓
Replacing gate springs		✓

Note 1 - The Council can supply, but the tenant will be recharged at cost

Note 2 - Standard white tiles (150mm square) or the tenant can supply their own tiles

Note 3 - Only minor fencing work that the Handyperson can carry out single handed