How do I contact the Handy Person?

If you wish to request the Handy Person, please contact:

Housing Standards Team
Westmorland and Furness Council
South Lakeland House
Lowther Street
Kendal
Cumbria LA9 4DQ

Telephone: 0300 373 3300

Email: housingstandards@westmorlandandfurness.gov.uk

Website: westmorlandandfurness.gov.uk

Normal office hours are 9.30am to 4.00pm weekdays.

Please note the Handy Persons and all persons connected with the scheme carry identification badges which they will be pleased to show you.

Housing Standards Team February 2024

If you would like a copy of this document in another format such as large print, Braille, audio or in a different language, please call **0300 373 3300** or email **housingstandards@westmorlandandfurness.gov.uk**

Handy Person Scheme

A small repairs and assistance service for householders in Westmorland and Furness area

Westmorland & Furness Council

SOUTH LAKELAND COMMUNITY SAFETY PARTNERSHIP

Eligible households in Westmorland and Furness area have the opportunity to benefit from a Handy Person Service.

The scheme is intended to help **elderly or vulnerable householders** carry out very simple but essential works at their homes. The labour is provided free-of-charge and the cost of items and materials is paid for by the householder, unless these have been supplied to the scheme by a partner agency (as in the case of some security items).

Who is eligible for help?

People who are unable to undertake the task themselves and have no other person available to help them with the task and reside in Westmorland and Furness area, who:

- are aged 65 and over; or
- have a disability or are vulnerable; or
- are being discharged or have recently been discharged from hospital; or
- are at high risk of falling due to a medical condition.

What works can the Handy Person do?

For example the works can include:-

- Fitting of minor security measures such as spy-holes, door and window locks and security lighting;
- Fitting key safes, door bells or telephone extension leads;
- Changing light bulbs and fluorescent tubes;
- Fitting plugs/fuses or fixing down/making safe trailing or loose wires;
- Putting up curtain rails, curtains or blinds which have been provided by the customer;
- Installing grab rails and handles both internally and externally;
- Erecting shelves or affixing coat hooks;
- Fixing down or trimming loose or hazardous carpets;
- Moving furniture within the home;
- Replacing toilet seats or sealant around sinks/baths;
- Unblocking sinks and repairing minor leaks;
- Replacing tap washers, cistern washers and ball valves or draining/ bleeding radiators. Mixer taps not included.
- Initial help following hospital discharge (e.g. re-setting heating controls)
- Minor repairs to gates, fences, paths (to eliminate tripping hazards) to repair tripping hazards or help secure the property from intruders;

All works undertaken are aimed at providing small-scale assistance to help householders maintain independent living and quality of life, as well as reducing the fear of crime.

Works are limited to a **maximum of three hours** on site if one handy person visits, or **1.5 hours if two handy persons visit**. Gardening and decorating works are not included in the scheme. Eligible households are able to utilise the service up to six times in any 12-month period.

Handy Person Scheme in Westmorland and Furness