



London Borough  
of Hounslow

# The Handyperson Scheme

A service to help older and disabled  
residents with minor repair work  
around the home

[www.hounslow.gov.uk](http://www.hounslow.gov.uk)



020 8583 3878



Foundations  
THE NATIONAL BODY FOR  
HOME IMPROVEMENT AGENCIES

## What is the Handyperson Scheme?

The scheme provides practical help with minor repair work around your home.

## Who can receive this service?

The scheme is available to all residents that live in the London Borough of Hounslow and meet **one** of the following criteria:

- over 70 years old
- a single parent family with a disabled child
- living with a disability or severe health problem which prevents you from carrying out the work yourself

Evidence will need to be shown to prove eligibility and priority will be given to clients who live on their own, or where all household members meet the criteria.

We are unable to assist tenants where the required work is the landlord's responsibility, or where the landlord provides a similar service.

# What type of tasks might be covered?

We can help with:

- home security
- basic plumbing and electrics
- small carpentry jobs
- home safety and falls prevention work
- small energy efficiency measures
- fitting grab rails
- installing key safes
- other **minor repair work** in the home

Please call us on **020 8583 3878** for more advice on the type of work covered.

## Examples of work we can do:



## Gardening (for safety and security reasons only)

If your garden is exceptionally overgrown, we may be able to carry out a one-off general clearance and tidy-up.

This service will only be offered to residents who through age, ill-health or disability, are no longer able to maintain their garden and have no family or friends that can help.

Gardening service between April and October only.

**There are certain types of work that we are unable to help with such as:**

- roof repairs
- internal decorating
- major electrical and gas work
- regular gardening
- any work above step ladder height



**NO roof repairs**



**NO major electrics**



**NO tall ladders**

## What does it cost?

### Materials

You are required to either supply or pay for the cost of materials for any work to be carried out.

If you are unable to shop for the goods yourself, our handyman may be able to purchase the goods for you, but the time spent shopping will be included in the time spent on the work.

### Labour costs

If you receive an income related benefit such as Income Support, Pension Credit, Housing Benefit or Council Tax Benefit, labour costs are **FREE**.

If you are not in receipt of any of the above benefits, there is a charge of **£15.00** per hour (to the nearest half hour.)

## How often can I use the service?

Each customer is limited to a maximum of **6** hours per year.

**Note:** If we are unable to help you, we may be able to refer you to one of the other handyman schemes operating in the borough. For larger repairs and improvements we may also be able to help.

## How to apply

You can contact us by :

- telephone: **020 8583 3878**
- email: **homeimprovements@hounslow.gov.uk**  
or
- completing the tear off form at the end of this leaflet and returning it to:

**Handyperson Scheme  
Community Services  
London Borough of Hounslow  
Civic Centre, Lampton Road  
Hounslow TW3 4DN**

We will then contact you to discuss your requirements and arrange an appointment to assess the work.

Details of all Hounslow Council services can be found on line at [www.hounslow.gov.uk](http://www.hounslow.gov.uk)

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**This leaflet can be supplied in different languages, large print, audio tape/CD or Braille.**

**Contact the Communications Team:**

**Telephone: 020 8583 3535**

**Email: [hcscommunications@hounslow.gov.uk](mailto:hcscommunications@hounslow.gov.uk)**

# Request for the Handyperson Scheme

**Name:**

**Address:**

**Post code:**

**Telephone no:**

**Date of birth:**

**Do you own the property?** Yes / No

**Do you live in a rented property?** Yes / No

**Who do you rent this property from?**  
**Details**

**Do you have permission from your landlord to do this job?** Yes / No

**Please give brief details of the work you would like the handyperson to carry out:**

**Please tick the box to show under which eligibility category you are applying for this service:**

- Over 70**
- Single parent family with a disabled child**
- Have a disability or severe health problem**

**Please give brief details:**

**Do you receive any of the following income-related benefits to qualify for free labour?**

- |   |   |
|---|---|
| <input type="checkbox"/> <b>Income Support</b>      | <input type="checkbox"/> <b>Pension Credit</b>  |
| <input type="checkbox"/> <b>Council Tax Benefit</b> | <input type="checkbox"/> <b>Housing Benefit</b> |

**How did you hear about this service?**

