

December 2006

Introducing the Handyperson Service



1976 – 2006

SHETTLESTON HOUSING ASSOCIATION



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Introducing the Handyperson Service

Many older people find it difficult to carry out certain household tasks and odd jobs and don't have anybody they can ask to help. If this sounds like you and you are aged over 60 and a tenant of Shettleston Housing Association, then the Association's Handyperson Service may be able to help you.

The Handyperson Service is delivered by our subsidiary company, Upkeep. Upkeep employs a carefully selected and skilled handyperson who, like all Upkeep employees, has been Disclosure checked for suitability. Where jobs require more than one person, eg lifting heavy furniture, the handyperson can call on the assistance of Upkeep colleagues.

The Handyperson Service can help you with a variety of jobs around the house. The following list gives examples of the kind of work we can do, but it is not exhaustive. We can carry out many other practical jobs as long they will not take up too much of the handyperson's time (more than 2 hours) or be work that should only be carried out by a tradesperson.



Basic Service

- Replace high or awkward light bulbs
- Fit light shades
- Hang mirrors or pictures
- Take down or re-hang curtains or blinds
- Repair or replace curtain poles/tracks
- Fit shelves
- Change electrical plugs or fuses
- Connect washing machines
- Carry out small repairs to furniture or fittings
- Re-fix carpets, tiles or other flooring
- Minor decoration repairs
- Minor repairs to wall plaster
- Re-organise rooms/move furniture
- Remove bulk items for street uplift
- Clear out or re-organise cupboards

There is no charge for the above Basic Handyperson Service but tenants need to supply or pay for any materials used.

How to use the Service

The Handyperson Service is administered from the Shettleston Housing Association office.

Simply telephone **763 0511** and ask to speak to the Handyperson Service.



Enhanced Handyperson Service

In special circumstances we can carry out work that will take longer than two hours, for example, decorating or certain gardening works. However, in these situations, we will make a charge for labour, in addition to any materials costs. The handyperson will visit you to estimate the cost of the job and you can decide if you want it done.



For your safety

The handyperson, along with all Upkeep employees, will carry personal identification. Make sure you ask to see their ID before allowing them entry to your home and, if in doubt, telephone the Association for advice.

*This service is available only to Shettleston Housing Association tenants. Shettleston LHO tenants can access the GHA Handyperson Service (tel: **0800 587 2239**) and Age Concern provides a Handyperson Service for owner occupiers anywhere in Glasgow (tel: **420 3686** or **433 2749**).*



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