



Handyperson Home Support Service

Our Handyperson Home Support service, is here to help you remain living independently in your own home. We offer an accessible service, which includes doing odd jobs around your home, such as putting up curtain rails or shelves, changing lightbulbs, fitting police-approved key safes and more. Our service is open to Solihull residents aged 60 years of age and over and in receipt of certain benefits.

What we will do

We will:

- Have Handypersons that are highly-trained with the skills and tools to help you with the jobs you need doing.
- Make it easy for you to request our service through our Contact Centre telephone number.
- Take time to talk and understand your request, and signpost you to other wellbeing services.
- Contact you within 5 working days to book an appointment to visit you, giving you the name of our friendly and helpful handyperson who will be doing your jobs.
- Give you accurate quotes for the work and seek your agreement before we start the work.
- Make sure that we treat your home with respect, work safely and minimise any disturbance to your comfort and wellbeing.
- Ensure you're satisfied with the jobs that we've done.

We ask you to

- Keep to agreed appointments with us or let us know in advance if you are unable to do so.
- Inform us of any specific access or personal requirements that we may need to be aware of to deliver our service to you.

How will we keep a check on our Service Standards

We will:

- Ask if you're satisfied with the work we've completed and address any concerns.
- Use your feedback so we can improve our service.
- Ensure our staff keep their training up to date, so they can deliver a quality service to you.



We will report on our performance against the Service Standards

In our Annual Report we will tell how well we have delivered on our Wellbeing service.

We will provide up-to-date information

- about our services through our quarterly newsletter.
- on our website at www.solihullcommunityhousing.org.uk
- on Facebook, Twitter and Instagram for you to see what we are up to.

We will review our Service Standards

When we:

- Review our standards as part of our annual service delivery plan review.
- Update our policies or review our services.
- When your valued feedback is telling us we need to look at things again.