

HANDIWORKS PLUS

Home Repairs and Maintenance Service



TRADESPEOPLE ARE:
Police Checked
Competitively Priced
Trustworthy and Reliable



STEP BY STEP MEMBERS GUIDE

Handiworks Plus is a one stop shop for all home repairs and maintenance needs in your home.

WHO CAN BECOME A MEMBER OF HANDIWORKS PLUS?

Handiworks Plus is available to anyone over the age of 18 living in the Bournemouth, Poole, Christchurch, East Dorset and Purbeck areas. Members of Handiworks Plus need to call one number 0300 111 3303 to report any repairs or household maintenance issues and we will arrange for an appropriate police checked tradesperson who is skilled in their trade to carry out the work required.

The Handiworks Plus Team provide experienced, competitively priced tradespeople and will

arrange all works on your behalf. The contractual relationship for each job is between you (the Handiworks Plus member) and the tradesperson.

WHAT JOBS CAN WE DO?

We can arrange a wide variety of household repairs and maintenance. Outlined below are examples of works that can be undertaken. This list is not exhaustive, but it will give you an idea of the jobs that Handiworks Plus can arrange. For more information or for specific requests, please call the team.

Please see the enclosed Handiworks Plus rate card for the current annual membership fee and hourly rates.

SERVICES AVAILABLE

GENERAL HANDYPERSON

Small building works and maintenance • Build flat pack furniture
Fit draught proofing • Put up curtain rails/blinds
Moving furniture within the home • Hanging mirrors and pictures
Clearing gutters



ELECTRICAL

Rectifying loss of light or power • Installing and repairing sockets and lights
Fixing/replacing doorbells • Installing outside security lights
Installing power to new areas



CARPENTRY

Door and window repairs • Door furniture fitting and repairs
Shelves fitted • Skirting and architrave installation
Repairs to sheds • Fence/gate installation or repair



PLUMBING

Tap repairs and replacement • Bath and sink traps unblocked
Internal leaks fixed • WC flushing faults rectified • Radiators bled
Baths and sinks sealed • Washing machines and dishwashers plumbed in



SECURITY AND SAFETY

Window and door locks • Spy holes and door chains fitted
Smoke detectors • Supply and fit key safes • Supply and fit hand/grab rails



WHO DOES THE WORK?

All tradespeople are police checked and experienced and will carry photo identification at all times. If you are unsure of allowing entry to the tradesperson do not let them in and telephone the Handiworks Plus Team for confirmation of identity.

QUALIFIED, CHECKED AND TRUSTED

Where required, tradespeople are registered with a recognised trade body, such as NICEIC for electrical works and the Gas Safety Register for gas works. (NICEIC = National Inspection Council for Electrical Installation Contracting)

HANDIWORKS PLUS IS A SOCIAL ENTERPRISE

Handiworks Plus is a social enterprise within Help and Care that trades to provide a social, environmental and economic benefit to the local community.

By becoming a member of Handiworks Plus you will be supporting Help and Care to support other people in need as any profit that Handiworks Plus makes is gifted to the Charity.

SERVICES AVAILABLE

GARDENING

Weeding • Mowing lawns
Planting flowers and shrubs
Trimming hedges • Pruning



GAS AND CENTRAL HEATING

Rectifying loss of heating • Rectifying loss of hot water
Repair faulty radiator valves
Installation of boilers, gas cookers and fires
Servicing of boilers and gas fires



PAINTING AND DECORATING

Internal and external painting
Wallpapering
Woodwork painting/staining • Tiling
Small areas of plastering



FLOORING

Carpet and vinyl fitted.
Laminate and ceramic floor tiles laid.



HOMWORKS - TECHNICAL ADVICE FOR LARGER JOBS

Homeworks is a comprehensive building design service that uses trusted local contractors and provides clients with advice, design and project management for larger works such as a new kitchen, bathroom, UPVC windows or a new roof or easy access showers and ramps to aid daily living. Contact the Handiworks Plus Team for more information.



ONE CALL

- One call to Handiworks Plus gives you instant access to a whole range of services.
- The personal touch from our Handiworks Plus Team - we don't have an automated phone system, you will speak to a member of our Handiworks Plus Team who are based in Bournemouth at the Help and Care Head Office.

ALL TRADES

- All trades from home repairs and gardening, to redecoration and plumbing all you need to do is dial 0300 111 3303.

ALL CHECKED

- All tradespeople have been police checked and are skilled and experienced.
- All tradespeople recommended by us are competitively priced.

PEACE OF MIND

- We are a local company and use local tradespeople.
- All jobs are planned and booked at a convenient time for you.
- No call out charge.
- Clear due by dates supplied.
- No travel time charged to and from jobs.
- Benefits of our Customer Charter (see inside back page).

BEING A HANDIWORKS PLUS MEMBER SUPPORTS OTHERS

By becoming a member of Handiworks Plus you will be supporting Help and Care to support other people in need as any profit that Handiworks Plus makes is gifted to the Charity.

Aids and Adaptations

We can fit and install:

- Hand and grab rails
- Shower seats
- Level access showers
- Small ramps
- Half steps

Telecare

Telecare increases safety and independence in the home. It helps to re-assure carers/relatives that you are able to call for help if required 24 hours a day, 365 days a year. Contact the Handiworks Plus Team for information and advice about the installation of a Telecare system.

EXTRA SUPPORT FROM HELP AND CARE

At Help and Care we provide a range of information, advice and practical support for older people and carers. If you need extra support please call us on 0300 111 3303 or visit www.helpandcare.org.uk to find out how we can help.



As a member you can request repair or maintenance work by contacting Handiworks Plus on 0300 111 3303. We will ask you for information about the works you require and confirm we are able to undertake the job.

We will either book the appointment with you directly or arrange for the tradesperson to contact you by telephone within two working days. All jobs are planned and booked at a convenient time for you.

We endeavour to ensure that urgent matters are responded to within two working days (Monday - Friday).

ESTIMATES

When a tradesperson visits your home they will provide a free estimate for the cost of the job. All tradespeople we recommend are competitively priced.

Materials will incur a 10% handling charge as a contribution towards purchasing time and associated costs.

Following successful completion of a job you will be asked to check and sign the job sheet by the tradesperson. This will detail the works that were undertaken, the time taken to complete the works at the appropriate hourly rate and the cost of any materials. One copy of this job sheet will be retained by you for your records.



Tradespeople will not undertake any tasks which they feel may contravene safety laws, building regulations or any other statutory regulations. They may also refuse to undertake works where the fabric of the building is in doubt or where they feel completing the task may cause further complications.

TIDYING UP AND DISPOSAL OF WASTE

Tradespersons will leave your property in a clean and tidy state following completion of works. If it is required, we will also dispose of any additional waste caused as a result of the job.

In some instances, we do reserve the right to make a charge for waste disposal if we are unable to dispose of refuse free of charge.

CANCELLATIONS AND MISSED APPOINTMENTS

On rare occasions due to sickness or other unforeseen circumstances we may have to postpone appointments, if this occurs, we will contact you by telephone in order to minimise disruption.

If the contractor attends your property at the agreed time and date and you do not meet this appointment, or if you have made alternative arrangements to have the works completed and failed to notify us of this, you will be liable to pay at a rate appropriate to the tradesperson's hourly charge. The minimum charge is one hour of labour (please see our rate card).

Handiworks Plus will deal sympathetically with all valid requests to change appointment times prior to the tradesperson attending and in cases such as this the one hour charge will not be applied.

Tradesperson Hourly Charges

Hourly charges vary dependent upon the type of works that are undertaken. Please note that the minimum charge to complete works will be one hour at the relevant rate. Following the first hour the charging period is half hourly. All Handiworks Plus tradespeople are competitively priced.

Please note that there are **NO** additional call out charges.

Please see the enclosed Handiworks Plus rate card for the current annual membership fee and hourly rates or visit www.helpandcare.org.uk to view or download the membership guide, rate card and membership form.

If you want to clarify any charges please contact the Handiworks Plus team on 0300 111 3303.

PAYMENT

Handiworks Plus tradespeople will not charge you directly.

- All payments are handled by Handiworks Plus on your behalf.
- The Handiworks Plus team will send you an invoice in the post, all payments are handled safely and securely. There are a number of ways to make payments including:
- Telephone - by calling the Handiworks Plus team on 0300 111 3303 with the invoice number and card details (we accept credit and debit cards).
- In person at the Handiworks Plus office (we accept credit and debit cards).
- Send a cheque via the post to the Handiworks Plus office.

Office address: Handiworks Plus, Help and Care, The Pokesdown Centre,
896 Christchurch Road, Bournemouth BH7 6DL.

- A receipt will be issued for all card payments.
- Handiworks Plus appreciates payment within 30 days from the date of invoice.
- The contractual relationship for each job is between you (the Handiworks Plus member) and the tradesperson.

WHAT HAPPENS WHEN YOUR WORK IS COMPLETE?

Following completion of works, the tradesperson will ask you to sign the job sheet to confirm you are happy that the jobs have been undertaken to a satisfactory standard.

When you are invoiced, Handiworks Plus will include a customer satisfaction questionnaire to ensure that the service we offer is of a high standard and provides value for money.

We always want to get things right and over the years our members have given us excellent feedback but we know that, occasionally, things can go wrong. Therefore, all Handiworks Plus members have full access to our Complaints Procedure.

If you would like a copy of the Complaints Procedure, please contact the Handiworks Plus Team.

HANDIWORKS PLUS CUSTOMER CHARTER

We and our tradespeople will:

- Treat all customers fairly.
- Be polite and professional.
- Be considerate and punctual.
- Ensure our tradespeople always identify themselves.
- Park vehicles to ensure the minimum of inconvenience to you and other members of your neighbourhood.
- Give you an indication of costs prior to starting works.
- Carry out works to a high standard and strive to keep costs to a minimum.
- Leave your property clean and tidy.
- Seek your feedback on our service.
- Take all complaints seriously and deal with them appropriately.
- Let you know immediately if we are unable to keep appointments made.
- Ensure we provide protection to your property whilst undertaking works.

We would ask you to:

- Be polite and courteous to our staff and contractors.
- Allow us reasonable use of power, water and other facilities necessary to complete works.
- Clear personal possessions from the work area.
- Confirm you are satisfied with the work carried out by signing the job sheet following completion.
- Provide reasonable access to allow us to complete works.
- Secure any pets.
- Provide feedback on the quality of the service.

CONTACT DETAILS

For more information on Handiworks Plus or to receive a membership pack please contact:

Handiworks Plus
Help and Care
The Pokesdown Centre
896 Christchurch Road
Bournemouth BH7 6DL

Telephone: 0300 111 3303

Calls to 03 numbers are charged at UK Standard geographic rates (as for 01 and 02 numbers) and may be included in your telecom provider's call package. Calls from mobiles may be higher.

Text phone: **01202 416047**

Email us at: **handiworksplus@helpandcare.org.uk**

Download membership forms directly from **www.helpandcare.org.uk**

To request this document in your own language, in braille, large print, on audio tape or compact disc, please contact Help and Care with your full address.



Help and Care is a registered charity working with older people, carers and communities. It was established in 1985 as a small charity and since then has flourished and grown into an organisation that promotes dignity and independence for all people, particularly those in their later life.



Social enterprises are businesses driven by a social or environmental purpose. There are 62,000 of them in the UK, contributing over £24bn to the economy, employing approximately 800,000 people (2005-2007 data from the Annual Survey of Small Business UK).

As with all businesses, they compete to deliver goods and services. The difference is that social purpose is at the very heart of what they do, and the profits they make are reinvested towards achieving that purpose. Well known examples of social enterprises include The Big Issue, Jamie Oliver's restaurant Fifteen, and the fair-trade chocolate company Divine Chocolate.

Source: www.socialenterprise.org.uk 2011.

Handiworks Plus is operated through Help & Care Development Ltd, a wholly owned subsidiary of the charity Help & Care. Company Number 5069415. All profits are gifted to Help & Care. Help & Care is a company limited by guarantee registered in England and Wales and a registered charity. Company Number 3187574. Charity Number 1055056.

OFFICE OPENING HOURS

Monday: 9am - 5pm

Tuesday: 9am - 5pm

Wednesday: 9am - 5pm

Thursday: 9am - 5pm

Friday: 9am - 4.30pm

Saturday: Closed

Sunday: Closed