



Estate caretaking & Handyperson Service

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*Keeping our estates clean,
safe and tidy as well as
helping with the odd jobs
around your home*



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Handyperson Service

The handyperson service is a free scheme available to:

- new tenants (within the first eight weeks of your tenancy)
- under 19s and 60+ *
- tenants in receipt of a disability benefit *

** You can have up to three appointments over twelve months*

What can a handyperson do?

The handyperson will do most small jobs that are not covered by the repairs or caretaking teams.

Handyperson jobs could include:

- hanging pictures/mirrors
- putting up shelving
- fitting curtains/blinds
- assembling furniture
- minor decorating jobs
- connecting washing machines

The handyperson will bring tools and small items such as screws, nails and gardening equipment. You will need to provide all the other items, such as shelves, curtain rails, paint and so on.

Are there any jobs the handyperson cannot do?

They will not do repairs, large scale decorating, gas, electrical, or jobs likely to take longer than two hours or considered major works.

How to book the handyperson

See the backcover of this leaflet for details.

Estate Caretaking Service



Each neighbourhood housing office has its own estate caretaker team. The caretakers help to keep the estates clean, tidy and safe, and also do minor jobs like locating/resetting trip switches and stop cocks as well as minor security measures and other jobs.

Minor security

Estate caretakers can tackle jobs such as:

- refix/fit carbon monoxide and smoke detectors
- renew door chain, bolt or bar
- fit door numbers, security door viewer
- replace window keys

For health and safety reasons estate caretakers cannot do:

- any electrical work (other than checking fuse boxes)
- any work on gas appliances.

Improving the environment

Estate caretakers help to keep estates clean and tidy by:

- clearing litter and glass from shared areas and gardens
- removing bulky rubbish which has been fly tipped on shared land
- cleaning up graffiti
- doing clean up campaigns

They also make sure other people do their jobs properly by:

- reporting abandoned vehicles which need removing
- making sure council services or contractors clean up after themselves
- reporting any repairs needed to playgrounds or other shared equipment.

The council's Environmental Waste Service will take away your bulky rubbish, such as old furniture, free of charge. They will also collect garden rubbish for a small charge. You can contact them through Kirklees Direct on: **01484 414700**

Garden work

Estate caretakers cannot carry out regular gardening for tenants but:

- they may help tackle overgrown gardens so that tenants can maintain them
- they will clear and tidy gardens belonging to empty properties.

If you are unable to look after your own garden because of your age or a disability, your housing office may be able to arrange for Leisure Services to maintain it regularly for you.

Safety and security

Estate caretakers can help by:

- clearing leaves, snow and ice from paths and steps, especially around elderly people's homes and when these cause severe problems
- filling grit bins
- keeping an eye on empty properties to prevent vandalism
- helping out in major emergencies.

Bursts and floods

Estate caretakers can help to clear up after bursts and floods.

Getting the work done

You can get a job done by your estate caretaker either by speaking to them or your housing officer when they are out and about on the estate or by calling us on: **01484 414886**. Jobs will be done as soon as possible.

Local tenants' and residents' associations also help decide what estate caretakers should do on their estate. Your neighbourhood housing office can tell you more about this. If your area does not have a tenants' association, ask your housing team for advice on starting one.

If you want any more information about estate caretakers, please ask at your housing office.



