

# Handyperson Service



Thenue Housing is delighted to be offering a FREE Handyperson Service to any tenant over 65 years of age or any tenant who has a disability or long term medical condition which affects you daily, irrespective of age.



The Service is part of Glasgow's Care and Repair Team and the Handyperson Team includes one handyman plus a group of fully trained and vetted volunteers.

### What types of things DOES the Service Cover?

It covers small jobs which tenants aren't able to do themselves. Some examples of the types of things that are included are:

- changing light bulbs
- hanging curtains



- changing batteries in smoke detectors



- fitting shelves, towel rails
- fitting thresholds to doorways
- securing cables and tacking down loose carpets to prevent accidental trips and falls
- replacing toilet seats
- installing door bells and changing batteries
- replacing fuses
- installing key safes
- moving furniture



## What types of things DOES the Service NOT Cover?

The service doesn't cover the following types of items:

- gas, plumbing or electrical work
- cleaning or gardening
- painting or decorating
- assembling flat pack furniture

The cost of the labour is completely FREE:- tenants will be asked to pay for the materials, for example, if you have requested a blind to be put up, you will have to provide the blind. The Handyperson can also provide some materials, eg, bulbs, shelves, handrails etc.

The administration of the service is carried out by Southside Housing Association Care and Repair Team and when you contact them, you will be given an appointment which suits you for the work to be carried out.

The number to telephone is : 0141 433 2749  
or you can e-mail: [careandrepair@southside-ha.co.uk](mailto:careandrepair@southside-ha.co.uk)

The Team will carry photographic identification which you should request to see before allowing them into your home. They will also have agreed a password with you over the phone so they will quote that on arrival. Once your job has been completed, you will be asked to complete a short survey asking you for feedback on the service you received.

For further information, contact: Thenue Housing's Repairs Admin Team on:

0141 550 9516, 550 9517 or 550 9518  
or you can e-mail: [repairsadmin@thenuehousing.co.uk](mailto:repairsadmin@thenuehousing.co.uk)

## CARE AND REPAIR SERVICE - HOME AND HOSPITAL SERVICE

The Glasgow Care and Repair Service provides a Handyman Home and Hospital Service. This is available to anyone over 65 years of age to prepare their home for return from a stay in hospital. A member of family or a friend can refer you for this service and you don't have to be a tenant of Thenue Housing to qualify, you can own your own home or be renting privately.

The service also offers assistance to people at home to prevent admissions to hospital. Referrals for clients at home can only be taken directly from Health and Social Care Partnership staff and information is available on this by contacting this office.

## Have you tried our new tenant self service APP on your phone or tablet?

You can now access many of our services from the comfort of your home or on the go with the APP:

- no need to phone or visit our office
- access up to date data on your rent account, repairs history etc 24/7, 365 days a year!
- Report repairs or a neighbour complaint day or night.

It's available from Google Play Store or Apple App Store or you can scan the QR code opposite. If you need help to download it, contact staff at our office.

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