



Norwich HandyVan Service

Providing a helping hand to older people
in their own homes



Norfolk County Council



COTMAN
Housing Association

A member of **places
people**



NORWICH
City Council

WHAT IS THE NORWICH HANDYVAN SERVICE?

The Norwich HandyVan service provides a helping hand to older people living in Norwich, to carry out small repairs and minor jobs around the house that you may not be able to do yourself. This could include jobs such as putting up shelves or building flat pack furniture, fixing a leaking tap or unblocking a drain, or fitting insulation around doorways and windows.

The service is delivered through Cotman Housing Association's Older Persons' Outreach Service, who have extensive experience of working with older and vulnerable people in their own homes.

WHO IS THE SERVICE FOR?

The HandyVan service is open to anyone over the age of 65 who ordinarily lives in Norwich. You can apply if you live in your own home, or if you rent your home, although if you do not own your own home we may require permission from your landlord to do some types of work.

The service is free if you receive Council Tax Reduction benefit, and you may be eligible for a grant of up to £100 to cover the cost of materials. If you do not receive this benefit, there is a small charge of £15 per job for labour, and we will ask you to pay for any materials used.

WHAT TYPES OF WORK DOES THE HANDYVAN COVER?

The scheme covers many types of small jobs in the home, for example:

- **Home safety:** fitting smoke and carbon monoxide detectors; fitting fire or oven guards; fitting key-safes; securing carpets, floorboards or other floor coverings; securing carpet stays on stairs; clearing outside paths of moss or other hazards;

- **Home security:** fitting door chains, letterbox flaps and door viewers; repairing door chimes; changing or repairing window catches and locks; clearing shrubbery from around doors and windows; minor repairs to gates and fences;
- **Minor electrical work:** changing plugs, fuses and lightbulbs or tubes; fixing trailing wires or flexes; moving telephone extensions; setting up TV or DVD players;
- **Minor carpentry work:** Fixing broken or sticking doors, windows or cupboards; replacing door handles or latches; putting up shelves; building flat pack furniture;
- **Minor plumbing work:** replacing washers on taps; clearing drains and replacing plugs in baths and sinks; plumbing in washing machines or dishwashers; bleeding radiators and re-pressurising heating systems;
- **Decorating:** making good minor damage to internal walls; small areas of tiling; cleaning out and repairing minor rot in wooden window frames;
- **General 'odd-jobs':** hanging pictures or mirrors; moving or adjusting furniture; programming thermostats or timers; replacing single glazing to internal doors; assistance with de-cluttering and moving (with Cotman Older persons Outreach Service)

This list is just a rough guide of what we may be able to help with and is not a definitive list. Please contact us if you need help with a job that is not listed, as we may still be able to help.

If a job is too big to be undertaken by the HandyVan service, we may refer you to the Norwich Home Improvement Service who may be able to provide further advice and assistance via a different scheme.

HOW DO YOU APPLY?

If you would like to talk to someone about the HandyVan service or book a visit, please contact:

Cotman Housing Older Persons Outreach Team on
Telephone: **01603 731696** or
Email: **outreach@cotman-housing.org.uk**

For large jobs not covered by the HandyVan service:

Please complete the Norwich Home Improvement Team's 'home improvement and adaptations referral form' available in the private sector housing section of Norwich City Council's website **www.norwich.gov.uk** or alternatively call the team directly on **0344 980 333**.

The HandyVan service is being delivered by Cotman Housing Association, working in partnership with Norwich City Council and funded through Norfolk County Council's Strong and Well initiative.



If you would like this information in another language or format such as large print, CD, audio cassette or Braille please email **info@norwich.gov.uk** or call **0344 980 3333**