



Handy Person Service Enquiry Form

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Epsom & Ewell Borough Council's Handy Person Service

I request Epsom & Ewell Home Improvement Agency (HIA) to arrange a Handy Person Service and undertake the work detailed on the following page. I understand that full responsibility and liability for the work rests with the Handy Person.

I confirm that I am a resident of the Borough of Epsom & Ewell (please circle as relevant):

I am over 65 years old **Yes / No**

I am under 65, in receipt of a disability benefit and on a means tested benefit **Yes / No**

Where the work is required for health, safety or security measures and the work does not exceed up to a maximum of three hours, the Council may pay for this. Any time over this will need to be paid directly to the handy person by the resident.

Any materials that are required will be paid for by the resident.

Please note that the scheme has limited funds and each job will be assessed individually. We do not provide an emergency service.

I declare that to the best of my knowledge the information I have provided is true and accurate. I give my full consent for information about me to be shared with other people and organisations to assist me.

Signature:

Date:

Print name:

Please detail the works that you wish to be carried out eg key safe, grab rails, changing a light bulb etc.

Example of works carried out under the scheme are:

Health and Safety

- Fitting handrails internally and externally
- Fixing trip and slip hazards
- Installing a fire/smoke alarm
- Installing a security light

Electrical

- Fitting a light
- Changing a switch
- Changing a light bulb

Gardening

- One off clearance for safety and security
- Gate repairs for security

Bathrooms

- Minor toilet repairs
- Repairing an overflow
- Fixing dripping taps

Home Security

- Fitting a door chain
- Fitting a key safe
- Fitting a spyhole

General

- Putting up a shelf
- Hanging mirrors and pictures
- Clearing ground floor guttering

Resident Information Form

Please complete all sections and include as much information as possible on this form. If you need help with this form please contact the HIA Caseworker on **01372 732000**.

Resident

Title:

First name:

Surname:

Preferred name:

NI number:

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Date of birth:

Age:

Address

Property number/name:

Street:

Town:

County:

Postcode:

Contact Details

Telephone:

Mobile:

Email:

Preferred Contact:

Telephone:

Are you a: *(please tick as relevant)*

- ☐ Owner/Occupier
- ☐ Private Rented Tenant
- ☐ Registered Social Landlord
- ☐ Rented from Housing Association
- ☐ Other

Ethnic origin *(please tick as relevant)*

- | | |
|--|---|
| ☐ White British | ☐ Asian or Asian British Bangladeshi |
| ☐ White Irish | ☐ Asian or Asian British Indian |
| ☐ White Other
<i>Please specify:</i> | ☐ Asian or Asian British Other
<i>Please specify:</i> |
| ☐ Gypsy or Irish Traveller | ☐ Black or Black British Caribbean |
| ☐ Mixed White & Black Caribbean | ☐ Black or Black British African |
| ☐ Mixed White & Black African | ☐ Black or Black British Other
<i>Please specify:</i> |
| ☐ Mixed White & Asian | ☐ Other ethnic group
<i>Please specify:</i> |
| ☐ Mixed Other
<i>Please specify:</i> | ☐ Prefer not to say |
| ☐ Asian or Asian British Chinese | |
| ☐ Asian or Asian British Pakistani | |



Foundations

National HIA Quality Mark

Foundations (the national body for Home Improvement Agencies) awarded Epsom & Ewell's HIA the National HIA Quality Mark.

Epsom & Ewell Borough Council, Home Improvement Agency
Town Hall, The Parade, Epsom, KT18 5BY

tel: **01372 732000**

email: **HIA@epsom-ewell.gov.uk**

or visit: **www.epsom-ewell.gov.uk**