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To: Members of the Handy Person Scheme Task and Finish Forum:
(Pauline Stott, Christine Drew, Susie Bond, Joyce Ebborn,
John Powley, Harry Roberts, Andrew Sturgess, Laurence Hughes)

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Councillor Jill Elson – Portfolio Holder, Sustainable Homes and Communities

Councillor Stephanie Jones – Deputy Portfolio Holder, Sustainable Homes and Communities

Meeting of the Handy Person Scheme Task and Finish Forum

Thursday 19 February at 9.30am

Committee Room, Knowle, Sidmouth

AGENDA

1. Welcome
2. Apologies
3. [Declarations of interest](#)
4. Minutes - the minutes of the last meeting held on 6 February 2015 were confirmed and signed as a true record (pages 2 - 4)
5. Handy Person Scheme – proposals from Housing Needs and Strategy Manager (pages 5 - 11)
6. Date of next meeting

[Decision making and equalities](#)

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EAST DEVON DISTRICT COUNCIL

Notes of a meeting of the Handy Persons Scheme Task and Finish Forum held at Knowle, Sidmouth on 6 February 2015

*1 Election of Chairman and opening remarks

Councillor Christine Drew was elected as Chairman. She welcomed all the members of the Forum.

*2 Appointment of Vice Chairman

Tenant member Harry Roberts was appointed as Vice Chairman of the Forum.

*3 Declarations of interest

Board Member	Minute number	Type of interest	Nature of interest
Susie Bond		Personal	Mother is a Home Safeguard user.
Joyce Ebborn		Personal	She is a sheltered housing tenant.
John Powley		Personal	She is a sheltered housing tenant.
Harry Roberts		Personal	He is a sheltered housing tenant.
Peter Sullivan		Personal	He is a sheltered housing tenant.

*4 Terms of reference/Scope

The Forum considered the scope of work for the Task and Finish Forum, which was presented at the meeting. Those present agreed the scoping document (attached to the minutes) and the need to be clear in what the TaFF was trying to achieve. The possibility of piloting a handyman scheme in one area of the district was suggested and also aggregating the handyman scheme, along with the garden maintenance and painting schemes.

RESOLVED: that the scope of the TaFF be agreed as set out in the agenda.

*5 Consider need for other participants in TAFF

The Forum considered that the right people had been invited to the meeting, but discussed the Men's Shed project in Littleham, Exmouth who had been asked to carry out some repairs for some tenants on Littleham Estate. It was acknowledged that there were some concerns over using them any further, as there were insurance and health & safety issues. Agreed to leave any decision about who will deliver the Handy Person Scheme until we have decided on the scheme to be provided.

*6

Review of HRB report and identification of key issues for consideration

The Forum discussed the list of items that could be undertaken by a handyman such as putting together flatpack furniture, shelving and replacing light bulbs. Members acknowledged that it would be difficult to put together a scheme that everyone agreed with. Dennis Boobier, Housing Needs & Strategy Manager, highlighted seven different handyman schemes from other social landlords that he had found on the internet, all of which were different in some way.

It was noted that there had been 170-180 responses to a survey to tenants asking what sort of handyman scheme they wanted. The responses included requests to help with things such as changing light bulbs, curtain poles and blinds. There was also the need to have a menu of things that the scheme would not cover, such as dealing with gas and major electrical items.

In response to concern raised at the meeting, Dennis Boobier, Housing Needs & Strategy Manager, reported that the Housing Team had already identified those tenants that were extremely vulnerable, who already received more support than other tenants.

The idea was that the handyperson would be an employee of the two contractors in the district, which would ensure that they had sufficient insurance, training, tools and a van. They would be directed by the Council to where they were needed. The cost of the 4,500 small repair jobs undertaken to the Council's housing stock was estimated at £200k per annum. It was hoped that there could be cost savings through the introduction of a handypersons scheme, which could possibly go towards making the garden maintenance and painting schemes free to those eligible.

Both the contractors present at the Forum reported that they were in support of the introduction of a handypersons scheme. If they were not undertaking the small repair jobs then this would give them more time to undertake the bigger planned maintenance jobs. They did not feel that there would be any shortage of work, or need to layoff staff.

Members considered the Exeter City Council scheme was a good one to follow and had worked successfully. The Forum agreed that the age of those eligible for the handypersons scheme in East Devon should be 70+ and those in receipt of at least one disability benefit, those with close relatives within a 10 mile radius should be excluded.

The issue of whether the scheme should be free to users or whether they should pay for it was discussed. Charging would be expensive to collect, but could have the effect of limiting demand to those who really needed it. The scheme should also initially, be a pilot scheme, trialled in one specific area of East Devon.

RESOLVED: that the following be produced for the next meeting on 19 February 2015:

- A list of tasks that should and should not be undertaken by a handyperson;

- Costs of the scheme (including the Contractors producing ball park figures from provision of the man and the van etc for one handyperson in each area);
- A list of those we are providing the scheme for.

*7 **Date of next meeting**

Thursday 19 February 2015 at 9.30am in the Committee Room.

Present:

Councillors:

Christine Drew(Chairman)
Susie Bond
Pauline Stott

Tenants:

Joyce Ebborn
John Powley
Harry Roberts

Officers:

Dennis Boobier – Housing Needs & Strategy Manager
Mark Dale – Senior Technical Officer - Day to Day Repairs
Sarah Walton –
Chris Lane - Democratic Services Officer

Contractors:

Laurence Hughes
Andrew Sturgess

Also present:

Councillor:

Peter Sullivan

The meeting started at 9.30am and ended at 10.55am.

East Devon District Council - Handy Person Service

What is it?

A service that provides an experienced tradesperson who can carry out minor repairs or improvements to a tenant's home.

What does it cost?

The service is free to tenants of East Devon District Council.

Who can use the service?

This service is open to tenants, who are aged 70 years or older, or has a disability and are able to prove receipt of;

- Attendance Allowance;
- DLA;
- Incapacity Benefit;
- Mobility Allowance
- War Disabilment Allowance
- Industrial Injuries Benefit
- Income Support including the Disability Premium

and has no one living in their home or has no relative or friend living close by who can help.

What works are covered?

The work undertaken by the handy person could be minor work that would normally be the tenant's responsibility, like:

- Changing light bulbs, refix plugs, reset trips and fuses
- Bleed radiators
- Fitting curtain tracks
- Putting up shelves
- Assembling small flat pack furniture.
- Renewing internal door furniture.
- Changes or improvements to floor and wall tiling.
- Minor decorations (this only covers 'touching up' work).
- Minor plumbing repairs including plumbing in washing machines or tumble driers if existing drainage/holes exist.
- Easing internal doors after flooring fitted.
- Draught proofing
- Minor fence repairs such as replacing one panel
- Fitting WC seat

In addition the Handy Person will carry out minor repairs in your home that are the Council's responsibility, such as:

- Replacing a tap washer or tap
- Easing doors
- Repairs to door furniture
- Minor adaptations such as grab rails
- Repairs to wall and floor tiles
- Replacing smoke alarms and heat detectors (not sheltered housing)
- Fit key safes

Remember

- We will not remove or dispose of old white goods or furniture.
- The maximum time the handy person can spend on any one job is one hour.
- The handy person will let you know if the work is too extensive.
- You must provide all the materials. Items such as curtain rails, handles, tiles, and shelving will need to be purchased and ready to fit for when the handy person arrives.
- The maximum number of visits permitted by the handy person to any one property is 2 times during any 12 month period.
- In an emergency e.g. water leak or complete electrical failure, please contact the Repairs team.

What repairs are not covered?

- Decorating works to whole walls or rooms.
- Garden maintenance e.g cutting of grass and watering.
- Planting of shrubs, flowers etc.
- Household duties or social care and support activities.
- Major or complex plumbing and electrical work. *
- No works involving gas installation or appliances. *

*You need to contact the Repairs Team if this type of work needs doing.

How you can access the service?

- You can contact the Repairs Team on 01395 517458 or housing.repairs@eastdevon.gov.uk

Handy Person – Key Elements and Considerations

Handy Person will be employed by Day to Day Repairs Contractor, trained and insured. The Operative will be provided with appropriate and sufficient tools, materials, transport, advice and guidance by Contractor. Direct line management will be provided by Contractor.

The work of the Handy Person will be directed and scheduled by the Council. All communication relating to the scheduling or programming of work to be dealt with by the Repairs team.

All tenants wishing to use the service need to complete an online application form and to be registered on our system (currently HOST). To be notified in writing of their acceptance for this service.

A review of tenants accepted on the scheme will be carried out regularly to ensure they continue to meet eligibility criteria.

All requests from Tenants for the handy person service will be dealt with by the Council Repairs team. An initial assessment needs to be carried out by Council Repairs team, as to the suitability of the demand for the handy person service – does it fit within the criteria for work to be done by the Handy Person or should this work be carried out through a Day to Day Repair works order?

The Handy Person work programme should be an electronic diary available to the Handy Person, the Contractor and the Maintenance Surveyor. This will be maintained by the Council Repairs team and updated daily. This will form the work programme for the Handy Person.

Work should be programmed for specific 'areas' each work day to minimise travel time.

Each job should be programmed for 1 hour.

A 15 minute pack up and travel time should be incorporated in the programme.

A minimum of 6 jobs per day should be programmed.

Timings could be:

- 8-9.00am
- 9.15-10.15am
- Break (15 mins) + (15 mins travel)
- 10.45-11.45am
- 12.00 – 13.00
- Lunch 1.00 – 1.30pm
- 1.45 -2.45pm
- 3.00 – 4.00m
- 4.00 – 5.00pm – Emergencies/ad hoc jobs

Undertake Pilot in one area – Skinner Area 3 – Honiton and Axminster for a period of 6 months and test:

- Programming of work
- Information provided to Handy Person
- Travel time between jobs
- Use of materials
- Standard van stock
- Balance between tenant work and EDDC minor repair work
- Type of work requested
- Skills of operative needed to fully do the range of work requested
- Is 1 hour enough or too much to complete work?
- Actual appointment slots or morning and afternoon for tenant
- Ability to do communal area work/inspections/testing
- How is the relationship and communication between Contractor, Council and Handy Person going to work?
- Best way of telling Handy Person where to go, what to do, and when.
- Best way of Handy Person keeping HOST records up to date
- Should we charge for the service?

Financial Information

See separate spreadsheet

This identifies potential repair work Handy Person can undertake on behalf of the Council. The overall cost of this work and the provision of a handy person service to tenants can be contained within existing costs.

However, the pilot will need to test fully the extent of work that could be undertaken by the Handy Person to inform the decision as to the number of operatives needed throughout the district.

This will also test whether the service should be free to tenants. The pilot should be a free service this will allow a clear understanding of demand and whether it is possible to continue to provide a free or subsidized service when rolled out fully across the district.

Other considerations

The Individual Garden Maintenance and the proposed Decoration Scheme's are aimed at tenants who are over 70 and with a disability. The Handy Person Scheme is aimed at a similar client group. In longer term should these schemes be revised to ensure consistency for the client group and whether a charge for these services should be made.

Dennis Boobier
Housing Needs and Strategy Manager
11 February 2015

Handy Person	Order Date	Order Details	Order Priority	Order Cost	Address Line 2
H	01-Apr-14	CONFIRMATION OF CALL OUT LOST HALF THE POWER IN HER HOME. TALKED TENANT THROUGH RESETTING TRIP	I	56.22	SIDMOUTH
H	01-Apr-14	REPAIR AS REQUIRED INNER BACK DOOR LATCH IS BROKEN. UNABLE TO KEEP THE DOOR CLOSED. Access Arranger	U	62.42	BEER
H	01-Apr-14	PLEASE REPAIR SIDE GATE POST Access Arrangements: 01395263212	N	92.18	EXMOUTH
H	01-Apr-14	RECTIFY AS NECESSARY LEAK IN BATHROOM FROM TOILET CISTERN. WATER POOLING ONTO FLOOR. TENANT SAYS	U	91.73	BROADCLYST
H	01-Apr-14	PLEASE REPAIR AS NECESSARY THE YALE LOCK ON THE WOODEN FRONT DOOR HAS BROKEN AND TENANT IS UNAI	E	82.13	EXMOUTH
H	01-Apr-14	PLEASE ATTEND TO HANDLES ON THE BATHROOM AND KITCHEN DOOR NEED CHECKING NOT OPERATING PROPER	P	76.59	EXMOUTH
H	01-Apr-14	PLEASE REPAIR AS NECESSARY KITCHEN SINK U-BEND HAS COME UN-SCREWED CANNOT USE THE SINK Access Arr:	E	53.49	SIDMOUTH
H	01-Apr-14	PLEASE FIT GRAB RAILS BOTH SIDES OF BACKDOOR TENANT WILL ADVISE POSITION Access Arrangements: 012973	P	52.00	AXMINSTER
H	01-Apr-14	REMOVE ITEMS LEFT BY PREVIOUS TENANT (ANGLE BEADS) CLEAN OUT FLOOR AREA CLEAR GULLEYS ALONG FROI	N	52.32	LUPPITT
H	02-Apr-14	PLEASE FIT NEW KEY SAFE Access Arrangements: 01395266164	U	37.13	EXMOUTH
H	02-Apr-14	PLEASE FIT A 12 GRAB RAIL AT THE TOP OF THE STAIRS TO AID SAFE TRANSFER ON/OFF THE STAIRLIFT. STICKERS H.	U	55.97	EXMOUTH
H	02-Apr-14	PLEASE INVESTIGATE AND CURE AS NECESSARY TOILET OVERFLOW DRIPPING. Access Arrangements: 07506 74809!	U	74.26	EXMOUTH
H	02-Apr-14	PLEASE REPAIR LOCK TO FRONT DOOR OF PALMER HOUSE AS NECESSARY. DOOR CAN STILL BE LOCKED FROM THE	U	96.64	EXMOUTH
H	02-Apr-14	AS REQUESTED GUTTERS NEEDS CLEARING AND DOWNPIPE AT THE FRONT Access Arrangements: 01395275066	P	63.73	EXMOUTH
H	02-Apr-14	PLEASE FIT HANDRAIL OUTSIDE BACK DOOR .TENANT TO ADVISE OF POSITION Access Arrangements: 01395 27074	P	56.96	EXMOUTH
H	02-Apr-14	RE-HANG GATE TO COURTYARD AT REAR OF BLOCK 122-127.	N	53.69	SIDFORD
H	02-Apr-14	RE-DISTRIBUTE LOFT INSULATION INTO EAVES LEAVING GAP FOR VENTILATION. EASE FRONT AND REAR DOORS. Ac	N	75.64	SIDMOUTH
H	03-Apr-14	REFIX AS NECESSARY HAND BASIN IS COMING AWAY FROM THE WALL. Access Arrangements: 01392 467445 OR 0	U	67.42	BROADCLYST
H	03-Apr-14	FIT SECURE BOLT TO GATE TO COMMUNAL GARDEN	N	37.02	HONITON
H	03-Apr-14	PLEASE REPAIR AS NECESSARY TENANT REPORTING THAT THE RADIATOR IN ONE OF THE BEDROOMS IS NOT GETTI	E	29.00	FARWAY
H	03-Apr-14	PLEASE REPAIR AS NECESSARY FRONT DOOR LOCK KEEPS JAMMING AND WILL NOT LOCK Access Arrangements: 2:	E	27.37	SEATON
H	04-Apr-14	REMOVE AND DISPOSE OF 1 CAR WHEEL AND MAT. ORDER ORIGINALLY ISSUED ON 7 CAPEL LANE GARAGES.	U	60.00	EXMOUTH
H	04-Apr-14	DOWNPIPE BELOW KITCHEN - HOPPER FULL AND OVERFLOWING, NOT GOING INTO DRAIN Access Arrangements: /	U	46.63	SEATON
H	07-Apr-14	PLEASE EASE AND ADJUST AS NECESSARY SHED DOOR WILL NOT CLOSE ACCESS OK TO REAR OF PROPERTY IF TEN/	N	40.76	AXMINSTER
H	07-Apr-14	W.C.HANDLE HAS BROKEN OFF - PLEASE REPAIR AS NECESSARY Access Arrangements: P OUT A LOT - ESSENTIAL PI	U	47.70	SIDBURY
H	07-Apr-14	PLEASE INSTALL A GRAB RAIL ON WALL DIRECTLY NEXT TO THE TOILET (LEFT HAND SIDE OF TOILET IF SITTING ON `	P	33.84	HONITON
H	07-Apr-14	PLEASE REPAIR OR REPLACE AS NECESSARY POSSIBLY 2 TILES MISSING FROM FRONT OF PROPERTY. Access Arrang	N	55.71	SEATON
H	07-Apr-14	PLEASE ATTEND TO WC OVERFLOW IS RUNNING Access Arrangements: 01395274109	U	79.45	EXMOUTH
H	07-Apr-14	PLEASE ATTEND TO TOILET OVERFLOW IS CONTINUALLY RUNNING BACK INTO THE TOILET PAN PLEASE RE-FIX OUT.	U	99.52	SIDFORD
H	07-Apr-14	AS REQUESTED -A GRAB RAIL TO BE FITTED ALONG THE WALL, BENEATH THE WINDOW IN HIS BATHROOM TO ASS	U	65.50	EXMOUTH
H	07-Apr-14	EASE INNER DOOR (MAIN FRONT ENTRANCE)	N	37.91	EXMOUTH
H	08-Apr-14	PLEASE FIT A KEY SAFE. Access Arrangements: 268739	U	39.02	EXMOUTH
H	08-Apr-14	PLEASE ATTEND TO ASAP EASE AND ADJUST AS REQUIRED FRONT DOOR IS REALLY HARD TO OPEN & CLOSE. Acces	U	37.91	ROCKBEARE
H	08-Apr-14	PLEASE FIT HAND RAIL AT FRONT ENTRANCE DOOR TO FLATS ALSO ONE AT HER BACK DOOR Access Arrangements:	P	92.78	BUDLEIGH SALTERTON
H	08-Apr-14	PLEASE INVESTIGATE AND CURE AS NECESSARY MORTICE LOCK ON FRONT DOOR KEY DIFFICULT INSERT INTO KEYH	U	51.27	EXMOUTH
H	08-Apr-14	PLEASE FIT HAND RAILS TO FRONT AND BACK DOORS TENANT TO ADVISE OF POSITION Access Arrangements: 0139	U	87.38	UPTON PYNE
H	08-Apr-14	PLEASE REPAIR AS NECESSARY THE WASTE PIPE AT THE TOILET PAN IS LEAKING Access Arrangements: 012972052:	U	66.50	SEATON

H	09-Apr-14	PLEASE REPAIR AND ADJUST AS NECESSARY TENANT HAVING PROBLEMS IN CLOSING THE OUTSIDE WOODEN BAL	U	55.50	BUDLEIGH SALTERTON
H	09-Apr-14	FRONT DOOR HAS SWOLLEN AND DISABLED TENANT CANNOT OPEN IT AND THE LOCK HANDLES ARE LOOSE AND VE	U	49.55	SIDBURY
H	09-Apr-14	PLEASE REPAIR AS NECESSARY DRAWER FRONTS COMMING OFF OF KITCHEN CUPBOARDS. GUTTERING IS COMMII	N	62.23	COLYTON
H	09-Apr-14	PLEASE FIT GRAB RAIL BY THE TOILET TENANT ADVISE POSITION Access Arrangements: 01395267577 PLEASE PRES	U	45.74	EXMOUTH
H	09-Apr-14	AS REQUESTED TENANT NEEDS A 12METAL GRAB RAIL ON THE WALL ON THE RIGHT HAND SIDE GOING IN ONTO T	P	92.09	EXMOUTH
H	10-Apr-14	PLEASE ADJUST MAIN ENTRANCE DOOR CLOSER TO ENABLE DOOR TO CATCH TIGHT THE MAIN COMMUNAL ENTR	U	33.57	HONITON
H	10-Apr-14	PLEASE CHECK AND RECTIFY AS NECESSARY MSO IS REPORTING THAT TENANTS TRIP SWITCH HAS GONE AGAIN FC	E	41.28	COLYTON
H	10-Apr-14	YALE LOCK WILL NOT ACCEPT TENANT'S KEY -SHE IS LOCKED OUT, PLEASE REPAIR AS NECESSARY. (SEEMS TO BE A	I	38.46	SIDFORD
H	10-Apr-14	AS REQUESTED CAN THE GUTTERING PLEASE BECLEANED OUT FRONT AND REAR Access Arrangements: 075230771	P	60.30	EXMOUTH
H	11-Apr-14	PLEASE REFIX AS NECESSARY THE PLASTIC STRIP AT THE BOTTOM OF THE FRONT WOODEN DOOR HAS COME OFF	U	37.69	EXMOUTH
H	11-Apr-14	PLEASE REMOVE OLD KEYSAFE AND REPLACE WITH NEW AS CODE LOST. Access Arrangements: 01297 22761	U	38.46	BEER
H	11-Apr-14	PLEASE ATTEND TO WOODEN REAR DOOR DIFFICULT TO LOCK AND UN-LOCK Access Arrangements: ACCESS UNTIL	E	62.83	SIDFORD
H	11-Apr-14	PLEASE REPAIR OR REPLACE AS NECESSARY PULL HAS COME OUT OF LIGHT SWITCH IN BATHROOM. Access Arrang	U	47.57	SEATON
H	11-Apr-14	FIT 1 X 12 INCH GRAB RAIL IN BATHROOM Access Arrangements: 07525354815	U	44.93	MUSBURY
H	11-Apr-14	GUTTERS AT REAR BLOCKED AND PLANTS GROWING - PLEASE CLEAR AS NECESSARY Access Arrangements: ACCESS	P	34.37	EXMOUTH
H	14-Apr-14	PLEASE REPAIR\REPLACE AS NECESSARY KEY SAFE IS JAMMED AND TENANT HAS HEALTHISSUES AND USES KEY SAI	E	29.67	HONITON
H	14-Apr-14	PLEASE REPAIR\REPLACE AS NECESSARY KEY SAFE IS NOT WORKING Access Arrangements: PLEASE PHONE FIRST 0	U	27.37	SIDMOUTH
H	14-Apr-14	PLEASE REPAIR AS NECESSARY THE PULL CORD ON THE SHOWER HAS BROKEN Access Arrangements: 01392 84144	E	89.64	REWE
H	14-Apr-14	LARGE NAIL COMING UP THROUGH TOP STAIR, TREAD, NOT PART OF THE CARPET FIXING. KEEPS KNOCKING IT IN /	P	52.14	AXMINSTER
H	14-Apr-14	PLEASE INVESTGATE AND CURE AS NECESSARY GATE BROKEN FROM THIS FLAT INTO COMMUNALGARDEN. Access	N	35.78	SIDFORD
H	14-Apr-14	LINES TO TWO COMMUNAL WHIRLIGIG CLOTHES DRYERS HAVE BROKEN - ONLY ONE USABLE NOWTO ALL FLATS. I	P	82.08	OTTERY ST MARY
H	14-Apr-14	PLEASE REPAIR AS NECESSARY TENANT REPORTING DOOR FROM THE LOUNGE TOTHE BOTTOM OF THE STAIRS IS (P	47.29	SIDMOUTH
H	14-Apr-14	PLEASE INVESTIGATE AND REPORT ON FINDINGS TENANT IS REPORTING THAT SHE THINKS THERE MAY BE A LEAK	U	45.60	SHUTE
H	14-Apr-14	PLEASE REPAIR AS NECESSARY THE FRONT DOOR LOCKING MECHANISM ON THE WOODEN DOOR IS BROKEN. TEN.	E	39.14	SEATON
H	14-Apr-14	PLEASE INVESTIGATE AND CURE AS NECESSARYDOWN PIPE HAS COME AWAY FROM GUTTER AT FRONT OF PROPE	N	64.18	WOODBURY
H	14-Apr-14	PLEASE REPAIR AS NECESSARY THE FRONT OF THE KITCHEN DRAWER HAS FALLEN OFF Access Arrangements: 0782	P	27.37	HONITON
H	15-Apr-14	PLEASE ATTEND TO OUTHOUSE DOOR WILL NOT SHUT HANGING OFF Access Arrangements: 01392464418	P	94.78	BROADCLYST
H	15-Apr-14	PLEASE REPAIR OR REPLACE AS NECESSARY FLUSH HAS BROKEN ON DOWNSTAIRS TOILET. Access Arrangements: 4	U	77.78	BUDLEIGH SALTERTON
H	15-Apr-14	PLEASE INSTALL KEYSAFE	U	40.76	SEATON
H	15-Apr-14	FRONT DOOR NOT CLICKING SHUT PROPERLY, KEEPS BLOWING OPEN NOS 17 - 20 PLEASE REPAIR AS NECESSARY (U	64.62	BUDLEIGH SALTERTON
H	15-Apr-14	PLEASE REPLACE BOTTOM HINGE ON OUTHOUSE DOOR WHICH HAS BROKEN. Access Arrangements: 01297 68036	N	61.22	BRANSCOMBE
H	16-Apr-14	1 FIT A 12 PLASTIC GRAB RAIL ON THE WALL IN THE BATHROOM SOLID WALL [WIFE WILL CONFIRM POSITION] 2 I	U	49.20	BUDLEIGH SALTERTON
H	16-Apr-14	PLEASE REPAIR AS NECESSARY TOILET FLUSH HANDLE IS LOOSE AND NEEDS RE-FIXING Access Arrangements: 0140	E	64.72	HONITON
H	16-Apr-14	REFIX/REPAIR AS REQUIRED SHARED DOWNPIPE BETWEEN 15 & 16 RODNEY CLOSE REQUIRES RE-FIXING TO THE V	U	47.01	EXMOUTH
H	16-Apr-14	REPAIR AS REQUIRED LETTERBOX IS BROKEN ON THE INSIDE, LETTERBOX FRAME HAS SNAPPED. PLASTIC HASBROK	P	56.92	SIDMOUTH
H	16-Apr-14	PELASE REPAIR AS NECESSARY TOILET CISTERN IS LEAKING OVER THE TOP Access Arrangements: 0139541488 WIL	E	28.01	HONITON
H	16-Apr-14	PLEAS REPAIR OR REPLACE AS NECESSARY SHED DOOR HANDLE RUSTY AND DIFFICULT TO USE. Access Arrangemei	N	32.92	AXMINSTER
H	16-Apr-14	FAO HUW PLEASE REPAIR OR REPLACE AS NECESSARY LOCK ON FRONT DOOR IS RUSTED AND IS TOO STIFF TO USE	U	79.23	AXMINSTER
H	16-Apr-14	PLEASE REPAIR OR REPLACE AS NECESSARY TILE LOOSE AT REAR OF PROPERTY. THERE IS ACCESS TO REAR OF PROI	N	53.84	SEATON

H	16-Apr-14 PLEASE INVESTIGATE AND CURE AS NECESSARY TOILET DIFFICULT TO FLUSH. Access Arrangements: 792192 07740;	U	53.63 SEATON
H	16-Apr-14 PLEASE SUPPLY & FIT REQUEST GRAB RAILS AT FRONT AND REAR ENTRANCE DOORS. PLEASE liaise with TENANT	P	98.39 BUDLEIGH SALTERTON

NOTES:

The total cost of work identified for a 13 day period (working days) in April 2014 £4,423.65

The total cost of work estimated for the month of April 2014 7,500.00

The estimated value of work for Handy Person per year -based on 6 jobs per day (1,500 jobs per year) 90,000.00

Estimated value of work for Council Day to Day repairs each year (750 jobs) at 3 per day 45,000.00

Estimated cost of materials based on 750 jobs per year - 3 per day x 5 days x 50 weeks x £10 per job 7,500.00

Estimated cost of Handy Person per year based on £35,000 charge by MD or Skinner 35,000.00

Therefore 1 x Handy Person can do 6 jobs per day (3 x Council repairs + 3 x tenant works at no additional cost to the Council

The pilot will test the balance of work between Council repairs and Tenant work

The pilot will test the work that can be given exclusively to the Handy Person such as:

Key safes; smoke alarms, heat detectors, minor adaptations, tap replacement; door furniture and locks