

Handy Van Service



The Handy Van Service

The service is intended to fast track **low-level repairs and adaptations for older and disabled tenants and victims of crime. These low level repairs will help tenants stay safely and comfortably in their own homes longer.**

Tenants can ring if they are having difficulty with small jobs which are not offered by Derwentside Homes, such as changing light bulbs, putting up shelves or fitting locks.

The service is free and offered to:

- **Tenants aged over 55;**
- **Tenants that are registered disabled;**
- **Victims of crime including domestic violence.**

The service does not include major works or works involving mains electricity, gas, electrical equipment, plastering, painting and decorating, guttering, gardening or repairs to tenants' personal property.

Whilst this service is free, tenants are required to supply any materials which are not the responsibility of Derwentside Homes, for example, the Handy Van Operative will put up curtain rails, but the customer is responsible for supplying the rails, hooks and fittings etc.

What type of jobs does the handy van scheme include?

Where required, tenants will supply the materials and the handy van service will help with the following jobs:

- Shelving;
- Curtain rails;
- Grab rails;
- Stair rails;
- Ease sticking doors/windows;
- Minor repairs, adjustments to kitchen unit doors;
- Blinds;
- Changing light bulbs/lamps;
- Tap washers;
- Plugs and chains;
- Sealant around baths/sinks;
- Minor repairs to fences and gates for safety reasons;
- Adjustments to internal doors;
- Clothes posts/hooks;
- Security measures including window locks, door chains and spy holes;
- Changing locks;
- Fitting stair gates and draught proofing;
- Changing smoke alarm batteries;
- Bleeding radiators.

Jobs that are not covered

Inside the home

- Any works that involves mains electricity or gas;
- Plastering;
- Painting and decorating;
- Fitting and repairing tenants' personal property;
- Mending cookers/boilers/ washing machines/ central heating.

Outside the Home

- Roofing or guttering work;
- Working on ladders (apart from stepladders).

General

These lists are not exhaustive and all works will be undertaken at the discretion of Derwentside Homes who reserve the right not to undertake works deemed inappropriate to the scheme, or which impact upon health and safety.



This leaflet explains how the HandyVan service operates. If you would like it translated or in a different format, contact us at the address below.

中文
Chinese

次传单解释了 HandyVan 服务的运作方式。如果您需要翻译版本或其他格式，请按如下地址与我们联系。

हिंदी
Hindi

ये लीफलेट बताता है कि हैंड्री वॉन सेवाएं कैसे काम करती हैं। यदि आपको ये अनुवादित रूप में या अन्य किसी फॉरमेट में चाहिये, तब नीचे दिये गए पते पर हमसे संपर्क करें।

Magyar
Hungarian

Ez a szórólap elmagyarázza Önnek, hogyan működik a HandyVan szolgáltatás. Ha szeretne fordítást kapni róla, vagy más formátumban szeretné olvasni, forduljon hozzánk az alábbi címen.

Latviešu
Latvian

Šajā brošūrā paskaidrots, kā darbojas HandyVan serviss. Ja jūs vēlaties, lai to iztulko vai vēlaties to citā formātā, sazinieties ar mums izmantojot turpmāk minēto adresi.

Lietuviškai
Lithuanian

Šiame informaciniame lapelyje paaiškinta, kaip veikia „HandyVan“ paslauga. Jeigu norėtumėte teksto vertimo arba kitu formatu, susisiekti su mumis toliau nurodytu adresu.

Polski
Polish

Ulotka wyjaśnia, jak działa usługa HandyVan. Jeśli potrzebne jest tłumaczenie lub inny format dokumentu, prosimy o kontakt z nami pod poniższym adresem.

ਪੰਜਾਬੀ
Punjabi

ਇਹ ਇਸਤਿਹਾਰ ਇਹ ਵਿਆਖਿਆ ਕਰਦਾ ਹੈ ਕਿ ਹੈਂਡੀਵੈਨ ਸੇਵਾ ਕਿਵੇਂ ਕੰਮ ਕਰਦੀ ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸ ਦਾ ਅਨੁਵਾਦ ਕਰਾਉਣਾ ਚਾਹੁੰਦੇ ਹੋ ਜਾਂ ਕਿਸੇ ਹੋਰ ਫੋਰਮੈਟ ਵਿੱਚ ਕਰਾਉਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਹੇਠਾਂ ਦਿੱਤੇ ਪਤੇ ਤੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰੋ।

اردو
Urdu

یہ لیفلٹ وضاحت کرتا ہے کہ ہینڈی وین سروس کیسے کام کرتی ہے۔ اگر آپ اس کو ترجمے یا کسی اور شکل میں حاصل کرنا چاہتے ہیں، تو مندرجہ ذیل پتے پر ہم سے رابطہ کریں۔



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