

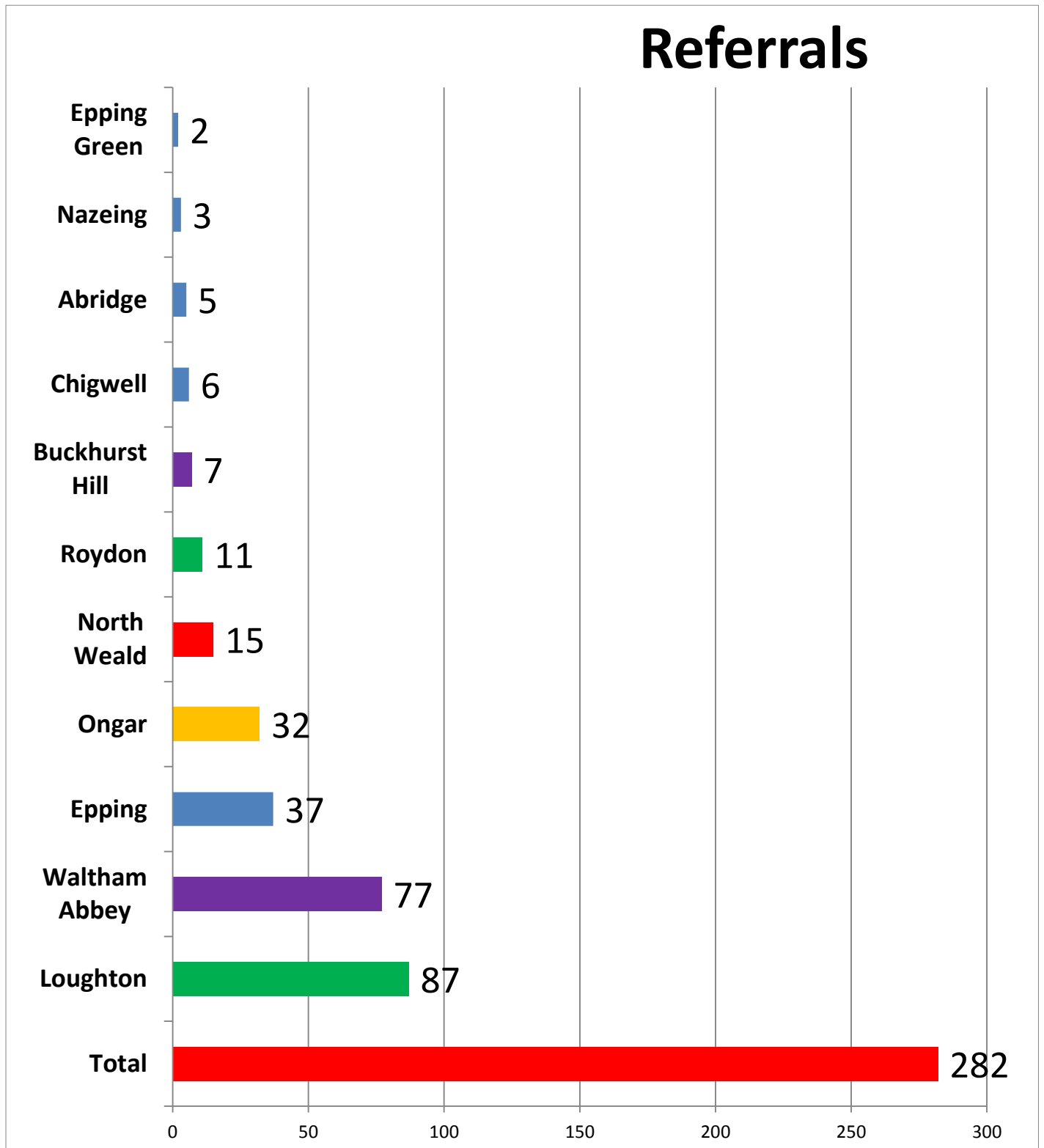


# Handyman Service

1<sup>st</sup> Annual Report

1<sup>st</sup> October 2012 to 30<sup>th</sup> September 2013

# GEOGRAPHICAL INFO



Over 10 door chains fitted

Over 100 light bulbs changed

60+ toilet seats fixed / fitted

Over 5 spy holes fitted

## TASK INFO

20+ curtain rails & blinds installed

8 fence repairs

8 key safes fitted

15+ smoke alarms installed

15+ sink / basin plugs fitted

100+ tap washers replaced

Over 10 tiling jobs completed

More than 10 locks fitted

As I live completely on my own this service helped me enormously and his work was excellent I would recommend him to everybody

(Mrs C – Waltham Abbey)

Job done within two hours of my initial call and at a very reasonable cost. We were very pleased with the service and the gentleman's manner. As a pensioner it's nice to get a reliable service, thank you.

(Mrs B- Roydon)

## FEEDBACK

This service is invaluable to us older people and I cannot think of any way to improve as I would already rate it A\*\*\* triple star – long may it continue!

(Mrs N Waltham Abbey)

It means a lot as you get older and cannot reach up high any more to do light bulbs and curtains etc. the list is endless. Chris is great to have around – thank you

(Mrs B – Theydon Bois)

I am more than grateful to Chris (handyman) and was so pleased with the work that he did. I am a disabled pensioner and these things I just can't do – thank you.

(Mrs T – Roydon)



Very prompt in coming to do the work that was done – very quick service. I know who to ask for next time, thank you.

(Mrs A -Loughton)

Within an hour of my call a chap came and fitted a new smoke alarm and we feel much safer now – thank you for being so prompt.

(Mr R North Weald)

## FEEDBACK

I am a pensioner living on my own and unable to do these things myself – thank you

(Mrs P – Loughton)

Excellent – I tried but just couldn't reach the light

(Mr F - North Weald)

Living on my own I am unable to do certain jobs around the house myself so it was really helpful to have some assistance. Chris is very very polite and I cannot speak highly enough of his work. He tidied up after completing the task and I was very satisfied with the work, all done with a very pleasant attitude – thank you

(Mrs N – Waltham Abbey)

This service is very good for us as myself and my husband are unable to do a lot of these things. Thank you very much for your help.

(Mrs L – Epping Green)

This service is great and should be more publicised, maybe there could be a list of works that can be undertaken?

(Mrs T – Loughton)

## FEEDBACK

I was very satisfied, he did a good job.

(Mrs W – Loughton)

Without this service I wouldn't even be able to put my clothes out for drying. I am very grateful as I do not have anyone who can do this for me.

(Mrs L – Waltham Abbey)

Simply – Invaluable!

(Mr P – Waltham Abbey)

It is a very good service as me and my husband are in our eighties and he has dementia and it is really hard to get anything done.

(Mrs P – Epping)

I find the service very helpful because there are a lot of things I am now unable to do due to my disability and the gentleman was very polite and nothing was too much trouble.

(Mrs T – Loughton)

Doing a service for me such as cleaning out my shower drain is so helpful as I am disabled and on oxygen. He was great, very helpful and I would like to thank you for having this service on hand.

(Mr V – Waltham Abbey)

## FEEDBACK

This service helps me very much!

(Mr F – Loughton)

I am a pensioner and just little things like hanging a picture, fitting some light bulbs & putting up shelves make a big difference to you home especially when you're not able to do these things yourself. The gentleman, Chris, was very polite and very good at his work, also very clean and tidy.

(Mrs H – Waltham Abbey)



(Address on file)

23rd Sept 2013

Dear Sir/Madam,

Very recently I moved into one of your warden controlled flats, at the above address, and I feel I must write to say how very impressed I have been at the service offered by a Mr Chris Bullock. Not only is he an affable man, but also very helpful and competent, nothing is too much trouble, one only has to ask for help or mention something and he does it.

On that note I must say what a valuable asset he is to your department.

yours faithfully

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LETTER FROM  
TENANT





(Address on file)

26<sup>th</sup> September 2013

Dear **Ms Foile**

We wish to write to you again to express our continued thanks and gratitude for the Handy Person Service project via Epping Forest District Council for tenants who are elderly, vulnerable and or disabled.

Myself and my husband are both registered disabled, myself having severe sight loss and arthritis, my husband has severe renal failure, ulcerated colitis, both of which restrict are ability to carry out physical activities. We moved to our one bedroom bungalow in March this year and although we are under retirement age, we are considered as vulnerable people due to our disabilities.

Since making initial contact with EFDC and being referred to the Handy Person Service we have found Chris Bullock to consistently be extremely helpful, very courteous and always carries work out to a very high standard.

We will definitely continue to use the Handy Person Service as we find it invaluable to us. As we said in our previous letter, without the service, we would feel extremely vulnerable as we would have to rely on trade's people that we do not know and have the risk of being over charged and also not having the security of knowing the person or having them on recommendation.

We are both so very pleased with Chris and the service VAEF provide and find it a highly dependable and useful. As also expressed previously, Chris is an excellent workman, always very pleasant, prompt and neat and tidy and also creative in that he suggests ideas on how we may improve our original idea in relation to an individual task. Overall we cannot praise Chris or the service enough!

We intend to continue using the service in the future and hope that it continues to receive the funding to enable it to carry out the wonderful work to people who are in genuine need.

With best wishes

**LETTER FROM  
TENANT**



# GALLERY







# GALLERY



# HANDYMAN SERVICE

THE HANDYMAN SERVICE IS A PARTNERSHIP INITIATIVE BETWEEN EPPING FOREST DISTRICT COUNCIL AND VOLUNTARY ACTION EPPING FOREST WHICH STARTED IN OCTOBER 2012.

THE SERVICE IS FUNDED BY EFDC AND PROVIDES A HANDYMAN SERVICE TO TENANTS OF EFDC PROPERTIES PROVIDED THEY ARE OVER 60 OR DISABLED AND HAVE NO ONE ELSE WHO CAN ASSIST THEM.

INITIAL CONTACT IS MADE VIA THE EFDC REPAIRS LINE ON 01992 564199 WHERE THE SERVICE IS EXPLAINED FURTHER AND WHERE APPROPRIATE REFERRED TO THE HANDYMAN SERVICE. THE HANDYMAN THEN MAKES CONTACT AND ARRANGES TO VISIT TO UNDERTAKE THE WORK REQUIRED.

MATERIALS USED ARE SOURCED AT THE LOWEST POSSIBLE COST TO THE TENANT.

THE SERVICE IS FREE OTHER THAN THE COST OF MATERIALS FOR THOSE ELIGIBLE.