

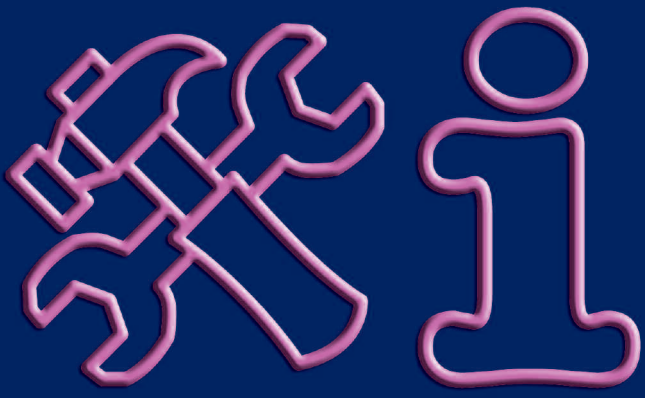
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Environmental Development

Home Improvement Agency

# Small Repairs Service



Building a world-class city for everyone

## Who is Eligible?



You qualify for the service if you are a homeowner or a tenant:

- aged 60 and over or
- are registered disabled or
- suffering from long-term ill-health.

The service does not cover works that are the legal responsibilities of landlords.

## How Much Does it Cost?



The cost is £15 for the first hour's labour plus VAT and materials. This can cover one or more different jobs carried out within an hour. If materials are needed you can supply them yourself or pay the handyman for them. If the job takes over one hour an additional £15 is payable. The scheme is for small jobs so we don't take on jobs if we think that they will take more than two hours. Generally the jobs will take an hour or less. These charges may be waived if you are in receipt of a means tested benefit.

## How Do I Arrange an Appointment?



Call us on 01865 252887. We will check that you qualify for the service and take details of the work you require. The handyman will then contact you to arrange an appointment.

## What Works are Covered?



The following works are examples of the kind of jobs the service will carry out:

- Home safety, including smoke detectors, key safes, grab rails and removing trip hazards
- Home security, including security locks, chains and door viewers

- Minor electrical work like wiring plugs or replacing fuses
- Minor plumbing work like replacing tap washers
- General repairs and other minor jobs, for example installing telephone extension cables
- Small carpentry jobs, easing sticking doors, fixing curtain rails, changing curtains, lowering shelves
- Clearing gutters (bungalows only) and minor repairs to gates and fences.

## What Works are Not Covered?



The Small Repairs Service cannot undertake the following jobs: work involving gas pipes or electrical appliances unblocking drains and toilets, cleaning, decorating, gardening and hard landscaping, external works above ground floor level.

The service is not for emergencies, specialist work or larger jobs that would take more than two hours.

## Payment for Works Carried Out



We can accept payment by either:

- cash
- payments made over the telephone with a visa or debit card
- or via cheque which must be made payable to: Oxford City Council.

## Other Services We Can Offer



If you do not qualify for the service, or the work you need doing is not a small repairs job, we may still be able to help. We can give you advice on local contractors operating in the area and other grants that are available.

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## Contact us



**visit:** [www.oxford.gov.uk/homeimprovement](http://www.oxford.gov.uk/homeimprovement)  
**E:** [environment@oxford.gov.uk](mailto:environment@oxford.gov.uk)



**T:** 01865 252887

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### Translations available

অনুবাদের ব্যবস্থা আছে Bengali

提供有翻譯本 Cantonese

तरजमे उपलब्ध हैं Hindi

ਤਰਜਮੇ ਮਿਲ ਸਕਦੇ ਹਨ Punjabi

ترجمہ دستیاب ہے Urdu