



Tenant Scrutiny 7– Handyperson service



What is the Handyperson service?

The KNH handyperson service is a free scheme offered to tenants who are;

- New (within the first four weeks of their tenancy); or
- Under 19 or over 60; or
- In receipt of a disability benefit.

The handyperson will help with small jobs such as fitting curtains and blinds, putting up shelving, and assembling furniture.

What did we do?

The Tenant Scrutiny panel looked at the handyperson service to check how it was working. The panel wanted to suggest ways in which the service could be improved to make sure that tenants were getting a good quality service for the money that it costs and that the handypersons were being used by the right people.

What did we look at?

We interviewed staff from Kirklees Neighbourhood Housing (KNH) and looked at data around the use of the service. We also compared the service received in Kirklees to schemes used in other areas. Tenants were also asked what they thought of the service.



What did we find?

The panel were impressed by the handyperson service and were pleased that the scheme is run in Kirklees. Some suggestions for improvement were made and should be put in place over the next few months jointly between KNH officers and KFTRA;

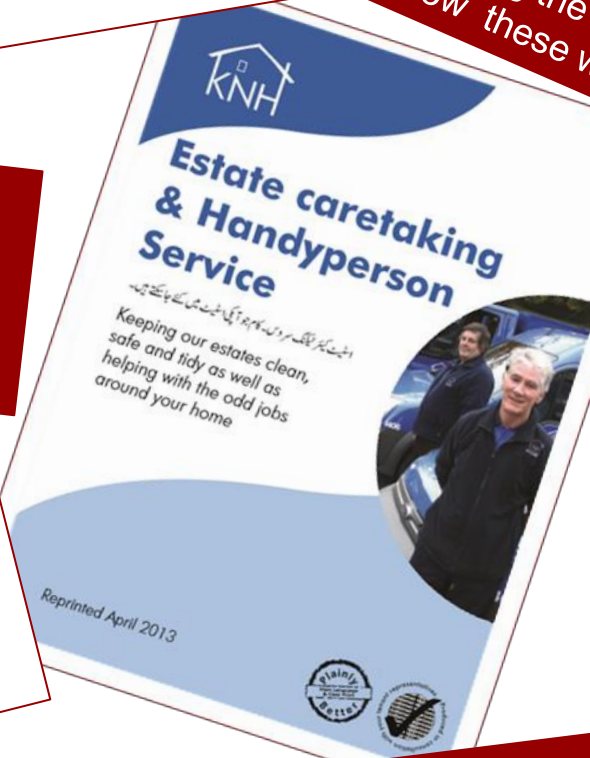
1. Improving the way that the service is advertised to the people who need it most.

2. Agreeing the aims of the service and how these will be met.

3. Carrying out checks on handyperson work to make sure that it is top quality.

4. Letting the handyperson extend the time allowed for each tenant if there is a need.

5. Keeping the team of handypersons and caretakers together so that they can do the work faster.



6. Allow a longer time for new tenants to be able to book the handyperson after moving in.

Scrutiny panel members' comments



'The meetings are great fun with ideas being allowed to flow'.

'The investigation felt constructive and focussed'.

For more info on this investigation or becoming involved in Tenant Scrutiny please contact Jill Long on 01484 223466

