

**Are you a:** (please tick as relevant)

- Owner/Occupier
- Private Rented Tenant
- Registered Social Landlord
- Rented from Housing Association
- Other

**Ethnic origin** (please tick as relevant)

- |  |   |
|--|---|
| <input type="checkbox"/> White British                         | <input type="checkbox"/> Asian or Asian British Bangladeshi                     |
| <input type="checkbox"/> White Irish                           | <input type="checkbox"/> Asian or Asian British Indian                          |
| <input type="checkbox"/> White Other<br><i>Please specify:</i> | <input type="checkbox"/> Asian or Asian British Other<br><i>Please specify:</i> |
| <input type="checkbox"/> Gypsy or Irish Traveller              | <input type="checkbox"/> Black or Black British Caribbean                       |
| <input type="checkbox"/> Mixed White & Black Caribbean         | <input type="checkbox"/> Black or Black British African                         |
| <input type="checkbox"/> Mixed White & Black African           | <input type="checkbox"/> Black or Black British Other<br><i>Please specify:</i> |
| <input type="checkbox"/> Mixed White & Asian                   | <input type="checkbox"/> Other ethnic group<br><i>Please specify:</i>           |
| <input type="checkbox"/> Mixed Other<br><i>Please specify:</i> | <input type="checkbox"/> Prefer not to say                                      |
| <input type="checkbox"/> Asian or Asian British Chinese        |   |
| <input type="checkbox"/> Asian or Asian British Pakistani      |   |



**Foundations**

**National HIA Quality Mark**

Foundations (the national body for Home Improvement Agencies) awarded Epsom & Ewell's HIA the National HIA Quality Mark.

Epsom & Ewell Borough Council, Home Improvement Agency  
Town Hall, The Parade, Epsom, KT18 5BY

tel: **01372 732000**

email: **[HIA@epsom-ewell.gov.uk](mailto:HIA@epsom-ewell.gov.uk)**

or visit: **[www.epsom-ewell.gov.uk](http://www.epsom-ewell.gov.uk)**

# Handy Person Service Enquiry Form

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# Epsom & Ewell Borough Council's Handy Person Service

I request Epsom & Ewell Home Improvement Agency (HIA) to arrange a Handy Person Service and undertake the work detailed on the following page. I understand that full responsibility and liability for the work rests with the Handy Person.

**I confirm that I am a resident of the Borough of Epsom & Ewell (please circle as relevant):**

**I am over 65 years old** **Yes / No**

**I am under 65, registered disabled and on a means tested benefit** **Yes / No**

**Where the work is required for health, safety or security measures and the work does not exceed up to a maximum of three hours, the Council may pay for this. Any time over this will need to be paid directly to the handy person by the resident.**

Any materials that are required will be paid for by the client.

**Please note that the scheme has limited funds and each job will be assessed individually.**

I declare that to the best of my knowledge the information I have provided is true and accurate. I give my full consent for information about me to be shared with other people and organisations to assist me.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print name: \_\_\_\_\_

Please detail the works that you wish to be carried out eg key safe, grab rails, garden tidy up, small plumbing jobs etc.

Example of works carried out under the scheme are:

## Health and Safety

- Fitting grab rails
- Fitting a handrail
- Fixing trip and slip hazards
- Installing a fire/smoke alarm
- Installing a security light

## Electrical

- Fitting a light
- Changing a switch
- Changing a light bulb

## Gardening

- General garden tidy up (one off service)
- Gate repairs

## Bathrooms

- Repairing a leaking toilet
- Repairing an overflow
- Fixing dripping taps

## Home Security

- Fitting a door chain
- Fitting a key safe
- Fitting a spyhole

## General

- Putting up a shelf
- Hanging mirrors and pictures
- Assembling flat pack items
- Clear guttering

# Client Information Form

Please complete all sections and include as much information as possible on this form. If you need help with this form please contact the HIA Caseworker on **01372 732000**.

## Client

Title: \_\_\_\_\_

First name: \_\_\_\_\_

Surname: \_\_\_\_\_

Preferred name: \_\_\_\_\_

NI number:   -   -   -   -

Date of birth: \_\_\_\_\_ Age: \_\_\_\_\_

## Address

Property number/name: \_\_\_\_\_

Street: \_\_\_\_\_

Town: \_\_\_\_\_

County: \_\_\_\_\_

Postcode: \_\_\_\_\_

## Contact Details

Telephone: \_\_\_\_\_

Mobile: \_\_\_\_\_

Email: \_\_\_\_\_

Preferred Contact: \_\_\_\_\_ Telephone: \_\_\_\_\_