



Later Living

Handyperson Policy

Regulation and Legislation	This policy links to Health and Safety at Work 1974 and the Regulator of Social Housing Safety & Quality Standard
Supporting documents	<ul style="list-style-type: none">• Mobility Aids policy and procedure• Home Adaptions policy and procedure• Social Model of Disability• Repairs policy• Raising a Repair procedure• Working at Heights procedure
Scope	This policy sets out to define the function of the handyperson in our sheltered and extra care schemes. It gives direction on how we will effectively deal with requests for the use of the handyperson service and what services are not covered by this function.
Reference to “Orbit” means Orbit Group which consists of Orbit Group Limited, Orbit Housing Association Limited, Orbit Homes (2020) Limited, Orbit Treasury Limited and Orbit Capital Plc.	

1. Introduction

- 1.1 This policy demonstrates Orbit’s commitment to supporting the wellbeing of our customers who live within our sheltered and extra care schemes by running an Later Living handyperson service.
- 1.2 The handyperson will support the customers by completing small repairs in and around the customer's home that customers have responsibility for, and which may affect their safety, security and comfort while living in the scheme.
- 1.3 Orbit employs handyperson operatives who have been carefully appointed. All handyperson operatives are Disclosure and Barring Service (DBS) checked and (formerly known as Criminal Records Bureau - CRB checks). The handypeople will have the enhanced DBS check, any concerns raised from the DBS or the applicant prior to starting work with Orbit will be discussed with Human Resources, any risks will be considered and managed accordingly.

2. Policy Statement

- 2.1 The handyman can help with minor repairs and small maintenance jobs within our Later Living customers' homes and surrounding areas. These are tasks that fall outside the scope of Orbit's standard repair obligations as defined by the tenancy agreement
- 2.2 The service is available to all Later Living customers over the age 55 and the handyman service provides practical assistance by carrying out minor repairs or tasks around the home that are not covered by the customer's tenancy agreement or Orbit's repairs policy.
- 2.3 If our customers want help and advice for larger repairs, improvements or adaptations that fall outside the handyman remit, the Scheme Officer can provide guidance and help signpost the customers to the most appropriate service.
- 2.4 The handymen can carry out a variety of jobs including, but not limited to:
 - move furniture (within the property or outside of property)
 - fix curtain rails, including hanging or taking down curtains
 - tape down carpets and electrical leads
 - put up shelves
 - fit internal doors
 - fit locks and security chains
 - minor decorating
 - minor gardening jobs
 - minor fencing repairs or installations
 - build flat pack furniture
 - install grab/handrails
- 2.5 The handyman will also carry out work in the communal areas to improve or enhance these spaces for the customers to enjoy. This may include, but isn't limited to, putting patio furniture together, putting up new blinds, hanging curtain poles, and putting up pictures etc.
- 2.6 A comprehensive list is available on request from the Scheme Officer and located on scheme noticeboards. Should a customer require a repair that's not listed the Scheme Officer will be able to confirm if the handyman can help.
- 2.7 **Types of jobs that a handyman can't help with**

Handymen are not permitted to work at heights above four steps on a ladder. Jobs requiring the use of ladders above this height, or the requirement to use any other working at height equipment will need to be raised as a repair for our contractors to attend and repair.

Additionally, a handyman is unable to help with the below. Please note this is not an exhaustive list:

- gas servicing
- major building work

- electrical work
- plumbing (including radiator maintenance)
- home cleaning such as window cleaning

2.8 The cost of the handyperson's service is charged through the customers service charge, at a minimal amount per week. The amount paid through the service charge is for the labour, and customers must provide the materials for jobs within their homes. i.e., Shelves, flat pack furniture, etc.

2.9 Customers will purchase the items i.e. flat pack furniture, doorbells, shelves etc and the handy person will provide the labour to complete the job.

2.10 A form requesting the assistance of a Handyperson is to be completed by customers with support from the Scheme Officer, if required. These forms are then collected by the Handyperson when on site to schedule work.

Appointments can be made for morning or afternoon on an agreed date. We do not provide out-of-hours, emergency service, or specific appointment times.

2.11 We will actively promote the service to all Orbit Later Living customers and ensure all relevant information is provided to them.

2.12 Other help you can get:

- Our Home Adaptions team works closely with occupational therapists who assess customers' needs and recommend necessary adaptations to your home
- Home Improvement Agency (HIA) offers a service to older and disabled homeowners and private tenants who want to repair or adapt their homes
- Under the Home Adaptations policy, customers may raise minor adaptations directly with repairs. Grab rails are minor adaptations. Therefore, a handy person can supply and fit standard "off the shelf" grab rails with the customer indicating the required height and location. If anything, unusual or bespoke is requested, then the customer is requested to contact an Occupational Therapist.

3. Data retention

3.1 The Handyperson will be responsible for keeping data up to date on a bespoke spreadsheet, ensuring any works requested are being monitored throughout the process and customer satisfaction is captured.

3.2 There will be other data collection activities to monitor the progress of applications and caseloads, of which the data will be held securely with access control and records will be archived in-line with a six yearly retention from date of enquiry. The Handyperson/Scheme Officer will arrange for the disposal of the data upon expiry of the retention period.

4. Roles and Responsibilities

- 4.1 The role of the Handyperson is managed by the Later Living Service Manager. The Later Living Service Manager is responsible for the monitoring, evaluation and review of the service and any performance information we collect.

5. Performance Controls and Business Risk

- 5.1 We will monitor, analyse, and report on the Handyperson service to ensure that the service is delivered effectively and that timescales are achieved.
- 5.2 We monitor job satisfaction by asking our customers to complete a feedback form and use the information provided to review our services and identify improvements.
- 5.3 The feedback is evaluated each month, and the satisfaction score is documented on the monthly Later Living scorecard.
- 5.4 Key Performance Indicators's (KPI's) will be reported every quarter to the Later Living Senior Management Team (SMT) and will include: number of requests made for the handyperson service, number of completed/in progress works, the number of alternative interventions offered, the tangible outcomes of alternative interventions, the timescales of caseloads from enquiry to completion, the customer satisfaction with the service and the work undertaken/intervention and the budget status. We will also seek to share this information with customers through the annual report, newsletters, customer meetings and promoting the performance on notice boards within the Later Living schemes.
- 5.5 Orbit will carry out a fundamental review of this policy every three years subject to legal, regulatory changes or in accordance with the agreed Policy Review programme.

6. Essential information

- 6.1 All Orbit policies and procedures are developed in line with our approach to the following, data protection statement, equality diversity and inclusion (EDI) approach, complaints policy and our regulatory and legal obligations to ensure we deliver services in a lawful manner and treat people equally and fairly. Orbit's privacy policy can be accessed on our website www.orbitcustomerhub.org.uk/publications/policies/

EA	Equality Analysis was completed October 2025 and is available to view.
DPIA	A Data Protection Impact Assessment was approved in October 2025 and is available to view.
Consultation	Internal: Later Living Service Managers; Head of Health & Safety
	External: Engaged Later Living customer consultation took place on 09 September 2025
Applies to	All Later Living schemes

Document control

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