

# Practical help for the elderly and disabled



maidenhead  
and district  
housing association



bridgewater  
housing



furnival housing

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# Practical help for the elderly and disabled

Some of our tenants need more help than others to care for their homes and gardens.

This is why we offer a number of practical services to our tenants who are disabled, blind or aged 60 or over, who have no other help available to them.

We offer a free internal decorating service and free help with gardens. We also offer a flexible maintenance service, which reacts and adapts to meet the special needs of these tenants and their families. For small DIY jobs that are not covered by our Repairs Service, we also offer the services of a handyman, for which there is a charge of £12 an hour.

## Gardening

If you qualify for help with your garden we will carry out:

- Grass cutting every two weeks, weather permitting, according to the season. (Grass cuttings are not normally taken away).
- Hedge cutting twice a year, according to the season and weather permitting.
- Tree lopping and pruning as necessary (If you apply for tree pruning the tree will be inspected by our contractor who will decide what work, if any, needs to be carried out.)

## Internal Decorating

We offer a free internal decorating service of two rooms of your choice or the hall, stairs and landing. Only rooms considered by Association staff to be in need of redecoration will be considered. If you make use of this service you will have to wait two years before you can reapply to have any further rooms decorated.

## Special Needs

We take a flexible approach to the priority of your request for day-to-day repairs. This means that if a repair is requested by an elderly or disabled tenant that affects their heating, security, peace of mind or comfort it will be given a high priority.

## Smoke Alarms

We can arrange to replace the batteries in your smoke alarm if you are over 60, blind or disabled and do not have relatives living with you who can do this for you.

**Remember:** it is vital that you check the batteries in your smoke alarm at least once a month and make sure that they are replaced once a year. If you cannot do this yourself, please contact us for help.

## Help with DIY

Tenants who need help with routine DIY jobs that are not covered by our repairs service, can now call on the services of our Repair with Care Handyman for just £12 an hour.

The Handyman Service undertakes jobs, such as taking down curtains for cleaning, putting up curtain rails and assembling flat-pack furniture. The service cannot undertake any specialist jobs such as plumbing or electrical work.

**To apply for any of these services please call 0800 876 6060 for an application form.**

**You can pick-up an application form from our offices at:  
Crown House, Crown Square, Waldeck Road,  
Maidenhead, SL6 8BY.**



If you would like an audio, large print or a Braille version of this document please call our offices on 0800 876 6060.

Urdu

اگر آپ عمر رسیدہ اور معذوروں کیلئے عملی مدد کے بارے میں اس لیفلٹ کا ترجمہ چاہتے ہیں تو براہ کرم ہمیں فون کریں

Tel: 01628 543076

Hindi

यदि आप वृद्धजन और विकलांगों के लिए व्यावहारिक सहायता के बारे में इस लीफ़लैट का अनुवाद चाहते हैं तो कृपया हमें फ़ोन करें

Tel: 01628 543076

Gujarati

જો વયસ્ક અને અશક્ત લોકોને વ્યવહારુ મદદ અંગેની આ પુસ્તિકાનું તમારે અનુવાદ જોઈતું હોય તો કૃપા કરીને અમને કોલ કરો

Tel: 01628 543076

Punjabi

ਜੇਕਰ ਤੁਸੀਂ ਬਿਰਧਾਂ ਅਤੇ ਨਿਰਯੋਗਾਂ ਲਈ ਵਿਹਾਰਿਕ ਮਦਦ ਦੇ ਬਾਰੇ ਇਸ ਲੀਫ਼ਲੈਟ ਦਾ ਤਰਜਮਾ ਚਾਹੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਫ਼ੋਨ ਕਰੋ

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 **housing**  
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