

## About this guide

This guide explains....

- Who can use the service?
- what type of work the team will carry out;
- what it costs to use the service;
- about minor adaptations;
- about the team;
- how to contact the team.

The information in this guide applies whether you are a tenant or an owner occupier.

If there is anything in this guidance that you do not understand, please speak to your health or social care worker using the contact details provided at the end of the guide.

Redcar & Cleveland Borough Council  
Adult Social Care

Public Guidance

This is your guide to the Housing Adaptations Team

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## 1. Who can use the service?

If you live in Redcar and Cleveland and you are over 60, disabled or at risk of falling, you can get small jobs done by a member of the Housing Adaptation Team.

The service is available to both tenants and owner occupiers, however, tenants will need to check first whether the job required is the responsibility of their landlord.

## 2. What type of jobs will the team do?

The team can undertake small jobs in and around your home that can improve your safety, security, and comfort.

They can carry out a home safety check to identify jobs that can help you feel safe and prevent you from tripping or falling. Examples of jobs the handyman can undertake are:

- replacing light bulbs;
- replacing washers in taps;
- moving furniture;
- putting up shelves, curtain rails and curtains; and
- hanging doors.

These are only a few examples of how we can help, no matter the work you need, please let us know. If we cannot help, we may be able to suggest someone who can.

## 3. Are there any jobs the team will not do?

The handyman is unable to complete jobs that include electrical works (other than replacing plugs and fuses), any work connected to a gas supply, works to appliances such as cookers or boilers, routine gardening, work above step ladder height or jobs that are a landlord's responsibility.

If you think your job is too large for the handyman to undertake please call the team who will try to help to find other ways to get the work carried out.

For information on larger adaptation work to your home, if you are disabled, please see our Guide to Home Adaptions for Disabled Adults and Children.

## 4. Will I have to pay for the work?

We may apply a small charge for the cost of the materials used and labour. The charge is dependent on your circumstances and the nature of the work. Each person's needs are assessed individually so please do not let the thought of a small charge prevent you from contacting the service.

## 5. What are minor adaptations to my home?

The team also carries out minor adaptations, working in conjunction with occupational therapists and other health professionals. It is aimed at keeping you safe and helping you live independently in your home for as long as possible. You will need an assessment and referral

from an occupational therapist or other social care professional in order to receive this service. This work is carried out free of charge. Examples of minor adaptations include:

- fitting a second banister rail;
- fitting grab rails and handrails internally or externally to your property; and
- splitting steps to allow easier access to your property.

If you feel you may benefit from a minor adaptation, please contact Adult Social Care on 01642 771500 to request an assessment.

## 6. About the team

Members of the Housing Adaptation Team are fully trained to deliver a high-quality service and will:

- wear corporate uniform;
- drive a van with the Redcar & Cleveland logo;
- always telephone you to arrange an appointment before they call at your home; and
- always show you photograph ID.

## 7. How do I contact the Housing Adaptation Team?

Telephone: 01642 771500

Email: [HandyPersonAndAdaptations@redcar-cleveland.gov.uk](mailto:HandyPersonAndAdaptations@redcar-cleveland.gov.uk)

Web: <https://www.redcar-cleveland.gov.uk/adult-social-care>

**If you need help to read or understand this guide, please speak to your health or social care worker, or contact Adult Social Care on 01642 771500.**

### Contact Details Adult Social Care

Directorate of Adults & Communities  
Adult Social Care  
Redcar and Cleveland Borough Council  
Seafield House  
Kirkleatham Street  
Redcar  
Yorkshire  
TS10 1SP

Telephone: 01642 771500

Email: [contactus@redcar-cleveland.gov.uk](mailto:contactus@redcar-cleveland.gov.uk)

Website: [www.redcar-cleveland.gov.uk](http://www.redcar-cleveland.gov.uk)

Relay UK (for deaf, hard-of-hearing, and speech impaired people)

Office hours: Monday to Thursday: 8.30 am - 5.00 pm and Friday: 8.30 am - 4.30 pm.

If you need help in emergency when our offices are closed, you can contact the  
Emergency Duty Team: 01642 524552.

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