

Handy Housekeepers service from Rushcliffe CVS

Frequently Asked Questions

Rushcliffe CVS is trialling the Handy Housekeepers service to establish whether it meets the needs of people in our communities. This means that the service and how it operates is under constant development. Your feedback is important to us – *if there are ways you think that we can improve the service, please tell us.*

What tasks will my Handy Housekeeper be able to carry out?

Handy Housekeepers will be available for general domestic duties - cleaning (dusting, vacuuming, cleaning windows, cleaning kitchen/bathroom), laundry (general washing, bed linen, and ironing) and shopping.

Is there anything that my Handy Housekeeper is not able to do?

Handy Housekeepers do not carry out personal care tasks, and anything that falls outside of the description above will need to be discussed with the office. We will be using this initial phase to gather information about what other services we could offer in the future.

How often will my Handy Housekeeper visit?

Visits can be daily, weekly or fortnightly, or can be arranged on an ad hoc basis. Visits will be a minimum of one hour, and additional half hour slots as necessary.

What are the service's operating hours?

The service operates Monday to Friday daytime, 9am – 4pm.

How will you decide who to send me? Will it be the same Handy Housekeeper every time?

We will visit you to assess your needs and agree a tailored package for you. You will then be matched with the nearest Handy Housekeeper who is available and best suited to do the tasks you require. For regular scheduled visits, we will try to ensure that you have the same Handy Housekeeper each time, however this is sometimes not possible due to staff holiday etc.

Who do I contact if I have a problem or want to change what has been arranged?

The office is open for enquiries between 9am - 12.30pm and from 1.30pm - 4pm Monday to Thursday, and 9am - 2pm on Fridays. Messages can be left out of hours which will be acted upon as soon as possible. We do not share Handy Housekeepers' phone numbers with clients or vice versa.

What checks have been carried out on my Handy Housekeeper?

All our Handy Housekeepers are interviewed before they start, have references checked and a criminal records check through the Disclosure and Barring Service (DBS).

If the Handy Housekeeper is doing the shopping for me, how will this be arranged?

This will be discussed with you over the phone. We propose that you will provide your Handy Housekeeper with a shopping list and the cash – the Handy Housekeeper will then return with the shopping, your change and an itemised receipt for you to check. If the Handy Housekeeper is able to take you shopping then they will not have any involvement with the financial transaction.

How much does it cost?

The fee for the service is currently £15/hour. Additional half hours are charged at £7.50. Mileage accrued on your behalf for eg: shopping will be charged at HMRC rate 45p per mile.

What are the arrangements for paying?

We do not require payment in advance. Your Handy Housekeeper will leave you with a receipt of hours worked. We will then invoice you on a monthly basis. A cheque can be sent in the post (Cheques should be made payable to Rushcliffe CVS) or be paid via BACS.

How do I arrange the service?

Please phone the office. We will arrange to visit you to gather the information that is required to establish what you would like doing, how often etc, and agree a tailored package. We can then match you with one of our Handy Housekeepers and make arrangements for the first visit.

What if I have to cancel?

We understand that sometimes arrangements will have to change. If you need to cancel a visit by a Handy Housekeeper we request a minimum of 3 working days. We have a 24-hour answerphone so you can leave a message outside normal office hours (9am-4pm). Do please give as much notice as possible. If you give us insufficient notice of a cancellation we may need to make a cancellation charge.

Do the Handy Housekeepers use their own cleaning products and equipment?

No, they will use your products, cloths and equipment, but will bring their own gloves. They will inform you if they use the last of one of your cleaning products, so that it can be replenished. Handy Housekeepers will carry supplies should emergencies arise.