

Neighbors InDeed's Handy Helpers – What They Do and Don't Do and Why

By Janet Roberts

Do you ever wonder if the Neighbors InDeed Handy Helpers can perform a task in your home or whether you'll need to find a vendor to do it? The easiest first step to take is to call us at 916-223-2763 to find out. If the Handy Helpers can't do it, we'll provide you with referrals to vendors who have been recommended by SCLH residents.

However, here are some guidelines for you to use when you're looking at that task.

Routinely provided – these tasks are performed frequently by the Handy Helpers and comprise the bulk of their services.

- Furnace filters: replaced or washed
- Smoke alarms: replace batteries and alarms
- Thermostat: program/replace batteries
- Sprinkler controller: adjust
- Electrical: diagnose, repair GFIs/switches/plugs
- Light bulbs: replace
- Garage doors: lube/adjust

Less routine services - some require Handy Helper specialists:

- Doorbell: replace button/adjust chimes
- Refrigerator filter: replace
- Sprinkler heads: replace/adjust a few that are obviously faulty
- Telephones: diagnose/adjust
- TV-VCR-DVD: adjust/connect
- Hang pictures/mirrors (<20 lbs)
- Mattress: turn (1 HH + assistant)
- Moving: light furniture/boxes (<35 lbs)
- Assemble artificial Christmas trees 6' and under.
- Plumbing: replace showerhead only

Services that are NOT PROVIDED:

- Working on 14' or higher ceilings
- Climbing on roof or into the attic, working on eaves, cleaning gutters

- Checking all of the drippers in a system
- Plumbing services except showerhead replacement
- Lifting or moving anything over 35 lbs
- Hanging anything on outside walls
- Hanging holiday indoor/outdoor lights and decorating
- Relighting pilot lights (call PG&E for this)
- Computer-related services

Why are these services not provided? For the following reasons:

- Too high a risk for the Handy Helper
- Too complex or specialized a job – one that requires professional services
- Jobs that might carry liability issues
- Too long a job (more than 30 – 40 minute)

We hope that this information is useful to you as you consider the service(s) you need. If in doubt, call us and we'll let you know. Sometimes a request slips through that the Handy Helpers cannot do. Then you'll be called by the I&R Volunteer with referrals for the service.

We are a call center and do not answer the phone. Please leave a message for us at 916-223-2763 and we'll return your call Monday through Friday from 9:00 AM to 5:00 PM. Check out our website at www.neighborsindeed.org for additional information.