

THE ROYAL BRITISH
LEGION



Handyperson Service



Staying independent
in your own home

 **POPPY CALLS**

safety • repairs • maintenance



HANDYPERSON

What is Poppy Calls?

The Legion's Poppy Calls provides a Handyperson Service, dedicated to those who have served or are serving in the Armed Forces. It is designed to help those who are unable to carry out small repairs and minor adaptations to their homes.



How can we help you?

We carry out a range of small household repairs and minor adaptations. These include:

- A range of household health checks to ensure your safety and warmth.
- Low level maintenance work (such as installing curtain rails, fitting shelves and assembling furniture).
- Basic repairs (such as dripping taps or replacing broken toilet seats).
- The advice and installation of care phones, providing a 24 hour monitoring service for added peace of mind.
- Minor aids and adaptations (such as fitting grab rails or providing access ramps).

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Are you eligible?

To be eligible for our assistance, you must be serving or have served in the Armed Forces for at least seven days, or be the dependant of someone who has served; this includes widows, widowers, cohabiting partners or civil partners of ex-Service people.

In most cases our service is free; Eligibility for our free service depends upon financial status and age.

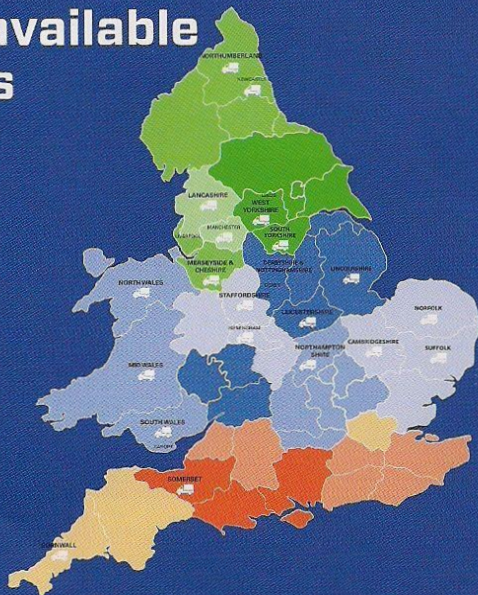
If you are eligible but do not qualify for free assistance, then a competitive charging policy applies, and no obligation quotations are available on request. To find out more please ring **0800 032 0306**.



**Poppy Calls service available
in the following areas**

Birmingham
Cambridgeshire
Cornwall
Derbyshire &
Nottinghamshire
Lancashire
Leicestershire
Lincolnshire
Liverpool
Manchester
Merseyside &
Cheshire

Mid Wales
Newcastle
Norfolk
North Wales
Northamptonshire
Northumberland
Staffordshire
Somerset
South Wales
South Yorkshire
Suffolk
West Yorkshire



In addition to the above areas, we also provide a service into bordering counties where it is practical and efficient to do so. Our service is always under review, and we have the ability to signpost potential beneficiaries to other agencies who offer support and assistance.

Safe, Trusted, Reliable.

Our service is delivered through a team of experienced handyperson fitters and a dedicated support team who are trained to assist and enable our beneficiaries to live independently. Our Handyperson fitters are trained as caseworkers and Trusted Assessors and will be able to assess your needs, including those Beneficiaries who are less abled.

Our visits are arranged in advance, so you will know who to expect. All our Handyperson fitters wear a branded uniform and will arrive in a branded vehicle, they are also vetted and will carry identification.

How to apply

If you think we can help you, or if you would like more information about the Poppy Calls service, please contact us on the number below, or complete and return the attached enquiry form.

E-mail: **homesupportadmin@britishlegion.org.uk**

Telephone: **0800 032 0306**

In writing: **Poppy Calls Centre, The Royal British Legion,
7 Avro Court, Lancaster Way, Ermine Business Park,
Huntingdon PE29 6XS**

How else can we help?

Poppy Calls is part of the Legion's health and welfare services, offering financial, emotional and social support, and advice on a wide variety of issues. If you are serving or have served in the Armed Forces, or are a dependant, then you may be eligible. Please contact us for more information about the other services available.

If we can help, we will.

If you need to comment

We are committed to the highest standards of customer care. If you wish to comment about any aspect of the service, please contact the Poppy Calls Call Centre Manager on **0800 032 0306** or in writing to **The Royal British Legion, 7 Avro Court, Huntingdon PE29 6XS**



www.britishlegion.org.uk

Enquiry Form

Please complete, detach and return this form to:

Poppy Calls Centre
The Royal British Legion
7 Avro Court
Lancaster Way
Ermine Business Park
Huntingdon PE29 6XS



Name: _____

Address: _____

Postcode: _____

Telephone Number: _____

Email: _____

Where did you see this leaflet?

**Shoulder to shoulder
with all who Serve**

THE ROYAL BRITISH
LEGION

