

Homesafe is an initiative by CitySafe Durham, offering free and substantially discounted property and garden maintenance throughout County Durham.

Some services are available free or at a substantially discounted price to some clients, please see the information and criteria below to see if you're eligible, if you are, you can submit an application for a service via our website.

Don't qualify for a free or discounted service? We can still offer our services to you, and there's two ways you can do that, either pay for your service(s) individually as and when you need them, or subscribe to our HomeSafe+ service. mOre information on this service is supplied below. (all profits from these services are returned directly to support our charitable projects)

Requirements for our services (all clients)

- Own the residence where the work is to be conducted or have the express permission of the landlord for work to go ahead
- Agree to our terms and conditions, and Acknowledge the fact that not all applications for free works will be successful due to extremely high demand
- Provide Proof of eligibility for free and reduced rate services if applicable
- Sign our statement of works to be carried out

Free Services (cost of material items only) Requirements:

- Are 60 Years or older and living alone
- All residents are 70 Years or older
- Are a single Parent, living alone, with a child under 3
- Are 20+ Weeks pregnant and living alone
- Have a permanent disability, and are in receipts of personal independence payments
- Are on income support and living alone
- Are on Income-related jobseeker's allowance and are living alone, or where every resident is out of work
- Have been referred to us by certain charities or organisations
- Are in full time education and living alone
- Are receiving Universal credits and living alone

Reduced rate services requirements:

- Are in receipt of a pension and living alone
- Where one member of the household is 70 years or older
- Are a household with a child under 3
- Are a household where one member is pregnant
- Where one member of your household is in receipt of P.I.P, JSA or Universal Credit

All other clients will be required to either pay in full, or have a valid 12 months HomeSafe+ subscription

Services Currently Available

Jobs we can do:	Requirements for free service on top of usual job criteria	Costs Payable free service	cost payable reduced service + £5 Callout	costs payable full service + £10 Callout
Fencing repairs	Only to make a property safe, pet or child secure	Materials Only	£10 + Costs	£25/Hr + Costs
path, driveway and step jet washing	Only to make the property safe (slippy surfaces)	None	£50 - All driveways and paths	£100 All driveways and paths
carpet / upholstery cleaning	Only to make the item safe (health concerns, young children)	None	£10/Room £50/Full House (no furniture will be moved - please enquire about full house clean including furniture moving)	£15/Room £75/Full House (no furniture will be moved - please enquire about full house clean including furniture moving)
plug / socket / switch / lighting repairs	Only to make the item(s) safe	Materials Only	£10 + Costs	£25/Hr + Costs
Garden strimming / mowing / hedge trimming / tidying	Only to allow good access, disability / elderly access	none	£25/Garden (Front & Rear)	£50/Garden (Front & Rear)
Fitting exterior sensor lights (plug-in type)	To allow for safe entry / exit to the property	Items & Materials	£10 + Costs	£25/Hr + Costs
Fitting & Testing battery smoke and CO2 alarms	This service may be available free from the fire service	Items Only	£10 + Costs	£25/Hr + Costs
Replacing Bulbs	Only when working at height is required - to prevent accidents	Items Only	£10 + Costs	£25/Hr + Costs
Fitting door bolts / chains	To provide added security	Items Only	£10 + Costs	£25/Hr + Costs
Oven / appliance Cleaning	Where it is deemed an oven or other appliance could cause a risk to health	Costs Only	£20 + Costs	£40 + Costs
Flatpack Furniture Assembly	Only where a physical disability is present	None	£10/Hr	£25/hr

Re-Sealing silicone, kitchen / bathroom	To prevent bacteria ingress	Materials only	£10 + Costs	£25/Hr + Costs
Socket Testing	To ensure safety	None	£10	£20
Tree removal (Small Trees only)		None	£10	£20
Pond pumping & Cleaning		None	£25	£50

Homesafe+ Subscription;

A homesafe plus subscription costs just £25/Month (minimum 12 month subscription), and includes the following;

- One full garden clean-up per year, strimmed, mowed, hedges trimmed.
- One full jet-was per year, all driveways and paths cleaned, weeds removed + sealing/sanding
- One full house carpet clean per year
- One upholstery clean per year (All soft furniture)
- Whole house socket test

An active subscription will also give you access to our reduced rates for any further services you require throughout the year, and maintenance requests can be submitted online 24 hours a day.

We're constantly adding new services to our offering, and any new services will be included in your active subscription either free of charge or at a reduced rate.

Please note - failure to complete a full 12 month homesafe subscription will result in you being liable to pay either; the remaining balance of your subscription OR The full cost of all services already provided (whichever is the lowest)