

Terms and Conditions

ESSESS-EHEE HomeCare Household Minor Repair Assistance

By submitting an application for assistance under the ESESSS-EHEE HomeCare (“the Programme”), the applicant (“the Applicant” or “Beneficiary”) confirms that they have read, understood, and agreed to the following Terms and Conditions.

1. Nature of the Programme

1.1 The Programme provides labour-based assistance only for eligible minor household repairs.

1.2 No financial assistance, cash grants, or reimbursements shall be provided under this Programme.

1.3 Assistance is provided on a best-effort and availability basis, subject to budget, capacity, and feasibility.

2. Eligibility & Access Limits

2.1 The Programme is intended to support the community, especially single mothers and elderly individuals who face difficulty maintaining safe and functional living conditions due to age, caregiving responsibilities, or limited capacity, subject to verification.

2.2 Each household is eligible to receive assistance once every twelve (12) months.

2.3 Submission of an application does not guarantee selection or assistance.

2.4 The Foundation reserves the right to decline or defer applications at its sole discretion.

3. Application & Verification

3.1 Applicants must provide accurate and truthful information during application.

3.2 The Foundation may conduct reasonable verification, including:

- Identity and age confirmation
- Household composition checks

- Community or Island Council endorsement
- Site visits or phone verification

3.3 Providing false, misleading, or incomplete information may result in disqualification and from future eligibility.

4. Scope of Repairs

4.1 Assistance is limited to minor, essential household repairs that affect daily living, hygiene, or safety.

4.2 We focus on minor, essential household repairs that improve safety, functionality, and day-to-day comfort. These include:

Basic Electrical

- Replacing light bulbs and tube lights
- Fixing or replacing switches and sockets

Plumbing

- Repairing leaking taps and pipes
- Unclogging drains
- Fixing toilet flush issues

Carpentry & Fixtures

- Repairing doors, locks, and hinges
- Fixing cabinets, shelves, and drawers (does not include building new ones)
- Installing curtain rods or basic fittings

General Maintenance

- Wall patching and minor touch-ups
- Replacing broken tiles (small areas)
- Basic home safety improvements

Installation Support

- Installing household items (fans, shelves, mirrors, etc.), furniture assembling is not included as sellers provide this service.
- Mounting simple fixtures

4.3 The Programme **does not cover**:

- Major renovations or structural work
- Complex electrical or plumbing systems
- Roofing, large-scale tiling, or construction
- Work requiring heavy machinery or permits
- Cosmetic upgrades

The Foundation's determination of what constitutes a minor repair shall be final.

5. Selection & Prioritisation

5.1 Applications are assessed using an internal prioritisation and scoring mechanism.

5.2 Priority is given based on factors including age, household status, number of dependents, impact on daily life, health or mobility limitations, and lack of alternative support.

5.3 Selection decisions are final and not subject to appeal.

6. Scheduling

6.1 Repairs will be scheduled in advance based on availability.

6.2 Applicants must provide reasonable access to the premises at the agreed time.

7. Safety & Access

7.1 Beneficiaries must ensure a reasonably safe working environment.

7.2 The Foundation reserves the right to refuse or discontinue assistance if the premises are deemed unsafe or unsuitable.

8. No Guarantee & Limitations

8.1 The Foundation does not guarantee permanent resolution of underlying household issues.

8.2 The Programme addresses only the specific minor repair approved and does not extend to related or future repairs.

9. Indemnity & Limitation of Liability

9.1 Assistance is provided voluntarily and in good faith.

9.2 The Beneficiary agrees to indemnify and hold harmless the Foundation, its steering committee members, directors, officers, staff, volunteers, and partners from any claims, damages, losses, or liabilities arising from or related to participation in the Programme.

9.3 The Foundation shall not be liable for:

- Pre-existing defects
- Incidental or consequential damage
- Future faults or deterioration
- Indirect loss or inconvenience

10. Data Protection & Privacy

10.1 Personal information collected shall be used solely for Programme administration.

10.2 Information will be handled confidentially and retained only as necessary.

10.3 Photos and news may be uploaded subject to consent from applicant.

11. Governing Terms

11.1 These Terms and Conditions apply in addition to the Foundation's General Terms and Conditions and must be read together with them.

11.2 The Foundation reserves the right to amend these Terms and Conditions at any time. Updated terms shall apply from the date of publication.

12. Acceptance

By submitting an application or accepting assistance, the Beneficiary confirms acceptance of these Terms and Conditions.

Updated 4 April 2026