



City of Cambridge

O-11.

IN CITY COUNCIL

January 29, 2001

COUNCILLOR DECKER

ORDERED: That the Awaiting Report Item #00-126, Agenda #8 on the January 29, 2001 Agenda be referred back to the City Manager for the following additional information:

- ◆ list of all private enterprises who can assist seniors
- ◆ list of all non profits
- ◆ list of private sector resources
- ◆ what new opportunities is the City creating; and
- ◆ what mechanism is used to advertise the Council on Aging resources to assist seniors with minor home repair.

In City Council January 29, 2001.

Adopted by the affirmative vote of nine members.

Attest:- D. Margaret Drury, City Clerk.

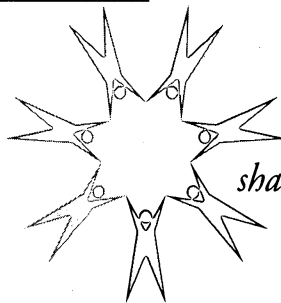
A true copy;

ATTEST:-

A handwritten signature in black ink, reading "D. Margaret Drury". The signature is written in a cursive style with a large, stylized "D" at the beginning.

D. Margaret Drury
City Clerk

Department of Human Service Programs



sharing resources...building community

Jill Herold
Assistant City Manager

To: Robert W. Healy
City Manager

Ellen Semonoff
Deputy Director

From: Jill Herold
Assistant City Manager for Human Services

Childcare

Date: January 23, 2001

Commission for
Persons with Disabilities

**RE: Report on services for seniors in need of minor home repair jobs, Awaiting
Report Item No. 00-126**

Community and Youth

The Cambridge Council on Aging (COA) refers seniors to three (3) area resources for assistance with minor home repairs. We are not aware of any other agencies which provide services such as minor home repairs, lawn work, snow shoveling, etc. which are either geared specifically toward seniors, or which make an effort to work in a focused and sensitive way with an aging population.

Community
Learning Center

Coordinating Council for
Children, Youth and Families
(Kids' Council)

We have had varying amounts of experience with these agencies described below. Whenever we give this referral information to seniors or others calling the COA on their behalf, we note that we are not recommending any particular agency or worker, and we also ask the caller to let us know how their experience was with any of the agencies. All three companies charge competitive market rates for their services.

Council on Aging;
Elderly Services

Low Income
Fuel Assistance

Until about three years ago, for several years, the Council on Aging had a small contract with Houseworks to pay for minor home repairs for income eligible low or moderate-income seniors and disabled residents of Cambridge who required services to continue to live safely in their own homes. The most commonly provided services were chore service, which involves heavy-duty cleaning for residences in poor condition due to long-term neglect and the inability of the senior to perform the cleaning, and also the provision of small-scale adaptive equipment, most frequently grab bars for toilets or shower stalls.

Multi-Service Center;
Homeless Services

Office of Workforce
Development

Planning & Development

That contract is no longer in place. Houseworks used to be a part of the local Homecare agency, Somerville-Cambridge Elder Services, but was sold to a for-profit agency in Newton, Solimon Bayliss Ventures (SBV). After the switch to the new agency, Houseworks completed the obligations for the contract that was in place at the time of the transition, but did not want to recontract after that period.

Recreation



Information on the three agencies follows and copies of their flyers are attached.

Houseworks

400 Centre Street
Newton, MA 02458
www.house-works.com
Phone: 617-928-1010

Fees follow competitive market rates and vary depending on the type and size of job. We have had the most experience with Houseworks. Although there is no longer a contract with them we still refer seniors to them for work which the senior will pay for privately. Houseworks contracts with a network of local workers who they screen and insure. Their menu of services runs from household repairs to escorted transportation. They can respond to requests for either large scale home repairs and renovations or smaller jobs. Other services available include plumbing, electrical work, painting, handyman, grocery shopping and errands, cleaning, wheelchair ramps, window replacement, organizing closets and money management.

Rent-a-Husband

826 Massachusetts Avenue
Arlington, MA 02476
Phone: 781-648-5600
www.husbandrental.com

Usual fee is \$50 per hour for a small job requiring one-to-two hours. For longer jobs, such as a half-day or full-day job, a price is negotiated with the customer. They are bonded and insured. Responding to the fact that most large contractors are not interested in small projects, Rent-a-Husband provides a variety of services for smaller jobs needs. They do not do any job that requires a licensed worker, such as electrical or plumbing. Their menu includes such services as putting up window shades, hanging pictures, lawn work, checking on a residence- i.e. watering plants and taking in the mail and newspapers- while one is away.

International Elders

P.O. Box 1978
Brookline, MA 02446
Phone: 617-469-4640

Fees follow competitive market rates and vary depending on the type and size of job. This is a relatively new resource to the COA, so we have less experience with referral to them, although we have given the resource to a few people, mainly for snow-shoveling. International Elders advertises that they do both large or small jobs and provide a free job appraisal. Their menu of advertised services includes plumbing, electrical, painting, carpentry, moving, cleaning, masonry and landscaping.



Solutions for Independent Living

HouseWorks connects seniors and their families with a unique network of practical services that support independent living. We offer competitive rates, carefully screened and insured workers, prompt response to service requests, and personalized attention.

HouseWorks recognizes that finding dependable in-home care can be difficult, frustrating and time consuming. With a single phone call, HouseWorks customers find pre-screened and reliable help for everything from household repairs to escorted transportation, home maintenance to cleaning services, home care services, and much more. Customers pay only for the services they use and receive a single itemized bill.

Our menu of services includes:

- Handyman services
- Large home repairs and renovations
- Home modification services
- Grab bar sales and installations
- Cleaning and heavy chore
- Companions and homemakers
- Personal care attendants and nurses
- Medical escorts
- Grocery shopping and errand services
- Money management
- Personal chef services
- Professional organizing

HouseWorks goes far beyond simply supplying names of agencies and phone numbers. When a customer calls requesting services, a knowledgeable professional defines service options, coordinates and schedules services, and manages problems that might arise.

HouseWorks understands that personal attention can make all the difference in the lives of seniors and their families. Our goal is to find creative solutions that will make life more manageable for each of our customers.

**For more information about HouseWorks, please call
(617) 928-1010 or (800) 928-3393**

Do you need reliable home repair?

We'll be there from start to finish
without interruption!

- Handyman services
- Interior & exterior painting
- Porch & roof repairs
- Bathroom/kitchen remodeling
- Window replacement
- Wheelchair ramps
- Grab bar installation

Free Estimates
Small & large jobs
Screened workers



617-928-1010

www.house-works.com

Specializing in services for seniors for over 10 years

You may have seen the featured stories on Rent-A-Husband®...

Kyle Warren knows how to satisfy a woman. For that, he has been transformed from a sad sack sleeping on a sofa at his failing home remodeling company to a entrepreneur with franchises on both sides of the Atlantic. Warren's story, more *Home Improvement* than *Boogie Nights*, began on a grim evening in May 1991. Despondent over his business troubles and the end of his three-year marriage, he prayed for a break. At 3 a.m., he says, he awoke to a three-word vision: Rent-a-Husband. "I was a little bit in awe of it," says Warren, 38, of Portland, Maine. "I why not? Warren's service provides 10 "husbands" who are available 24/7. For \$25 an hour they do everything from changing light bulbs to building a back porch. "They're every woman's dream," says Warren. "I'm profitable. He expects revenues in his Portland office to top \$1 million this year and says he's currently signed on for another 10 franchises and 2 in England.

Born to parents in the domestic business, Warren began working part time by his father's side at age 14. Later, as a home remodeler, Warren was struck by how couples bickered over home improvement projects and the words never came to mind, he says. Until Rent-a-Husband, still, he needed a few good men: carpenters, electricians, and around Mr. Fix-it. "I would be expected dinner or leave the toilet sitting," he says. "It's really hard to find a good husband," he says. "But once you find your hold on, live for life."

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For those jobs that never get done!™

826 Massachusetts Avenue
Arlington, MA 02476



Need A Husband?



Kaile Warren – CEO, Founder

Give Us A Call.

Tel: 781-648-5600

Fax: 781-643-3656

www.husbandrental.com



For those jobs that never get done!™

**826 Massachusetts Avenue
Arlington, MA 02476**

Licensed

Bonded

Insured

Frequently Asked Questions

What does Rent-A-Husband® do?

We offer a broad range of services **for those jobs that never get done™** from hanging a picture, fixing a broken window, building a deck or addition to remodeling an interior. We even provide a **home watch** service so you can go away with complete peace of mind. Our professionals will check your property, water the plants, take in the mail and newspapers and perform other chores for you.

Attention Landlords! We can be your superintendent. Call us for everything from minor repairs to apartment makeovers for new tenants.

How much do you charge?

Our rate is \$45.00 per hour for small jobs. For large projects that take more than a day, we will give you a completed price. If we exceed our estimated time to complete the job, you will **never** pay more!

Are there any things that Rent-A-Husband® won't do?

We do not do any work requiring a special license, such as major electrical or plumbing. We will be pleased to recommend a qualified specialist. If the need for a specialist arises on a job we are doing for you, we'll hire them.

Are you licensed?

Absolutely! We are licensed, bonded and insured.

Why is it so hard to find qualified people for smaller jobs?

Most large contractors are not interested in small projects because they are not profitable. We specialize in smaller projects. In addition, our "Husbands" are quality craftsmen and thrive on the variety of projects available each day.

What if there is a problem?

We guarantee our work for one full year, and will correct any problem immediately. Your complete satisfaction is our **only** priority. You have a doctor... a lawyer... an accountant. We want to be your handyman.

Do you have references?

Yes! Most companies only give you the names of satisfied customers. We will give you the names of some "problem customers", because every business encounters problems. It's how we handle those problems that makes the difference.

What's on your "Honey Do" List?



What your neighbors are saying...

"I would highly recommend Rent-A-Husband to anyone. Very pleasant, very neat and organized. Great teamwork!"

E. Perrier, Arlington

"The very best thing about Rent-A-Husband is that they really want to help you do whatever it is that you need to get done."

A. Blodgett, Lexington

"Rent-A-Husband was very accommodating, very professional, nice guys. I was really happy with their work. They did a great job."

D. Nagle, Winchester

"What really pleased and impressed me about Rent-A-Husband was their willingness and professionalism to quickly correct a mistake."

D. Brunet, Cambridge

"Rent-A-Husband made a commitment and kept it. They did a great job. Nice people. I was extremely happy with their work."

D. Fenn, Belmont

"Rent-A-Husband did an excellent job. They were very cooperative. I would highly recommend them."

F. Kelleher, Arlington

"It has been extremely helpful for me to be able to independently call up Rent-A-Husband and get help that I need. Great guys, great sense of humor, very useful, very helpful. Fantastic idea!"

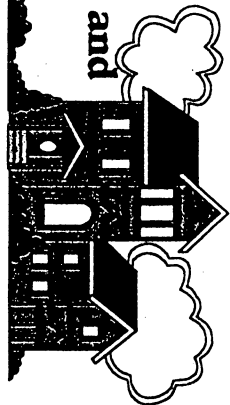
S. Lunden, Arlington

INTERNATIONAL

ELDERS



specializing in home maintenance and
repair work for Elders



617-469-4640

PO Box 1978, Brookline, MA 02446

Since 1994 International Elders has addressed the specific needs of senior citizens throughout the Boston area.

We pride ourselves in eliminating the burden that Elders often face by having to contact multiple contractors for the purpose of maintaining and repairing their homes.

Whether the job is large or small International Elders provides a variety of services all stemming from one single organization.

All of our workmanship is guaranteed and we also provide monthly billing for our regular customers' maintenance needs.

For a free job appraisal or other information please call me at

617-469-4640.

Sincerely, Bill DiJohnson

"Practical genius at work in the yard" - L. Newton

"Good job, again! Thanks so much" - R. Brookline

"Beautiful" - A. Cambridge

"A blessing for all the folks like me" - D. West Roxbury

"Your a lifesaver, just terrific" - H. Cambridge

"Good job" - C. Jamacia Plains

"Persistence to see the job thru" - J. Wellesley

"Thank you so much" - S. Newton

INTERNATIONAL ELDERS

PO BOX 1798, BROOKLINE, MA 02446-0014, USA Tel: 617-469-4640

MASONRY

retaining walls
step repairs
chimney repairs
chimney caps
sidewalks/patios
ceramic tile
glass block
brick/stone pointing
flagstone

LANDSCAPING

yard/garden designs
grass mowing
leaf clean-up
tree/shrub trimming
shrub/flower planting
water gardens
sod/seeding/fertilize
mulch
snow removal
salt/sand spreading

PLUMBING

toilet repair/replace
faucet repair/replace
disposal replace
water heater replace
washers replaced
sump pumps

CARPENTRY

porches/decks/stairs
replace windows/doors
assemb furniture/sheds
kitchen/bath cabinets
garage doors/openers
repair tables/chairs
window/sash cord
locks & deadbolts
vinyl flooring
hardwood flooring
range/bath/dryer vents
drywall & plaster
countertops/shelving
smoke/radon alarms
gutters/downspouts
drywells
emergency lockout
fences
bulkhead doors
safety grab rails
window shades
iron railings
storm windows/doors

ROOFING

asphalt
rubber
slate/copper
patching

MOVING/CLEANING

box packing
truck deliveries
appliances
clean-outs
housecleaning
put-out-trash service
flood clean-up
rug cleaning
window washing
pest/animal control

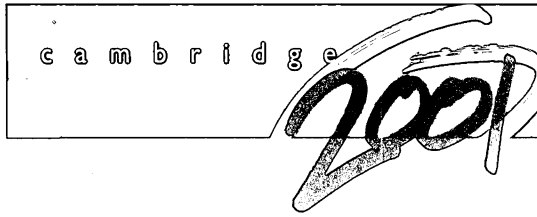
PAINTING

house exteriors
interior-ceilings/walls
cabinets
basement floors/walls
furniture
fences
wallpaper

ELECTRICAL

motion sensors
ceiling fans
vent fans
garage door openers
light fixtures
doorbells
telephone extensions
solar panels

Massachusetts Home Improvement Contractor Number - 121232



8.

CITY OF CAMBRIDGE • EXECUTIVE DEPARTMENT

Robert W. Healy, City Manager Richard C. Rossi, Deputy City Manager

January 29, 2001

To The Honorable, The City Council:

Please find attached a response to Awaiting Report Item No. 00-126, regarding a report on services for seniors who are in need of minor home repair jobs, received from Assistant City Manager for Human Services Jill Herold.

Very truly yours,

A handwritten signature in black ink, appearing to read "Robert W. Healy".

Robert W. Healy
City Manager

RWH/mec
Attachment



365

Consent Agenda #8

Awaiting Report Item

Number 00-126, regarding a report on services for seniors who are in need of minor home repair jobs.

In City Council January 29, 2001

Referred back to the City Manager for additional information by Councillor Decker.

ORDER ADOPTED

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