

web labs

HP

handy person

HANDY PERSON BOOKINGS

Handy Person Bookings Module

A fully featured Web Labs Software Suite for providing Handy Person Services.

Local Authorities that use the our Handy Person Software Suite are at ease in knowing that essential reporting for their vulnerable citizens' handy person duties are managed effectively. The full life cycle of handy person cases are handled by the Web Labs software as an end-to-end process, from the initial reporting process, case assignment via back-office administration, and timely completion of assigned duties via allocated technicians.

The three products of this software family are:

- An intelligent web-form for customer reporting that seamlessly integrates into your existing website design. Branding remains consistent, while upholding accessibility compliance.
- A robust CRM (Customer Relationship Management) platform designed for the effective management of Handy Person cases.
- The Handy Person Suite mobile app, both for Android and iOS, empowering technicians to remotely complete their duties.

Website & Intelligent Web-Form

The customer facing web-form allows the customer to request a handy person service. The form process features dynamic address look-ups, service selection, appointment scheduling, disclosure of any risks and sections for approving terms and conditions.

Request handyperson service

Tell us what services are required

Services required that you want the handyperson to complete at the property.

You are allowed to select up to 5 services.

Services required

You have added 0 services

Install smoke or carbon monoxide alarm	Install toilet seat
Replace toilet roll holder	Replace shower curtain or rail
Install curtains	Secure loose carpet
Replace lightbulb(s)	Draught proof window(s)
Install shelf(s)	Install small mirror / cabinet
Assemble grab rail	Replace washer in tap
Minor repairs	

[Can't find the service you're looking for?](#)

[Continue](#)

[Is there anything wrong with this page?](#)

City of Westminster

Accessibility Cookies Data protection Freedom of information Pay gap report Modern slavery Terms and conditions Contact us

Request handyperson service

Appointment

Select your preferred appointment based on available slots in our diary.

10am to 12 noon and 1pm to 4pm are the only appointments available. The handyperson will review the work at the property first, and may have to leave and return to get materials required.

[Someone must be in to greet us during the time slot.](#)

Select an appointment

Week of Monday 29th January 2026

Date	Time slot	Action
27 January	10am to 12 noon	Select
27 January	1pm to 4pm	Select
28 January	10am to 12 noon	Select
28 January	1pm to 4pm	Select
29 January	10am to 12 noon	Select
29 January	1pm to 4pm	Select
30 January	10am to 12 noon	Select
30 January	1pm to 4pm	Select

If you would like to receive a phone call from the handyperson on the day of your appointment, please mention this in the 'Requirements and risks' section when completing your booking.

[Is there anything wrong with this page?](#)

City of Westminster

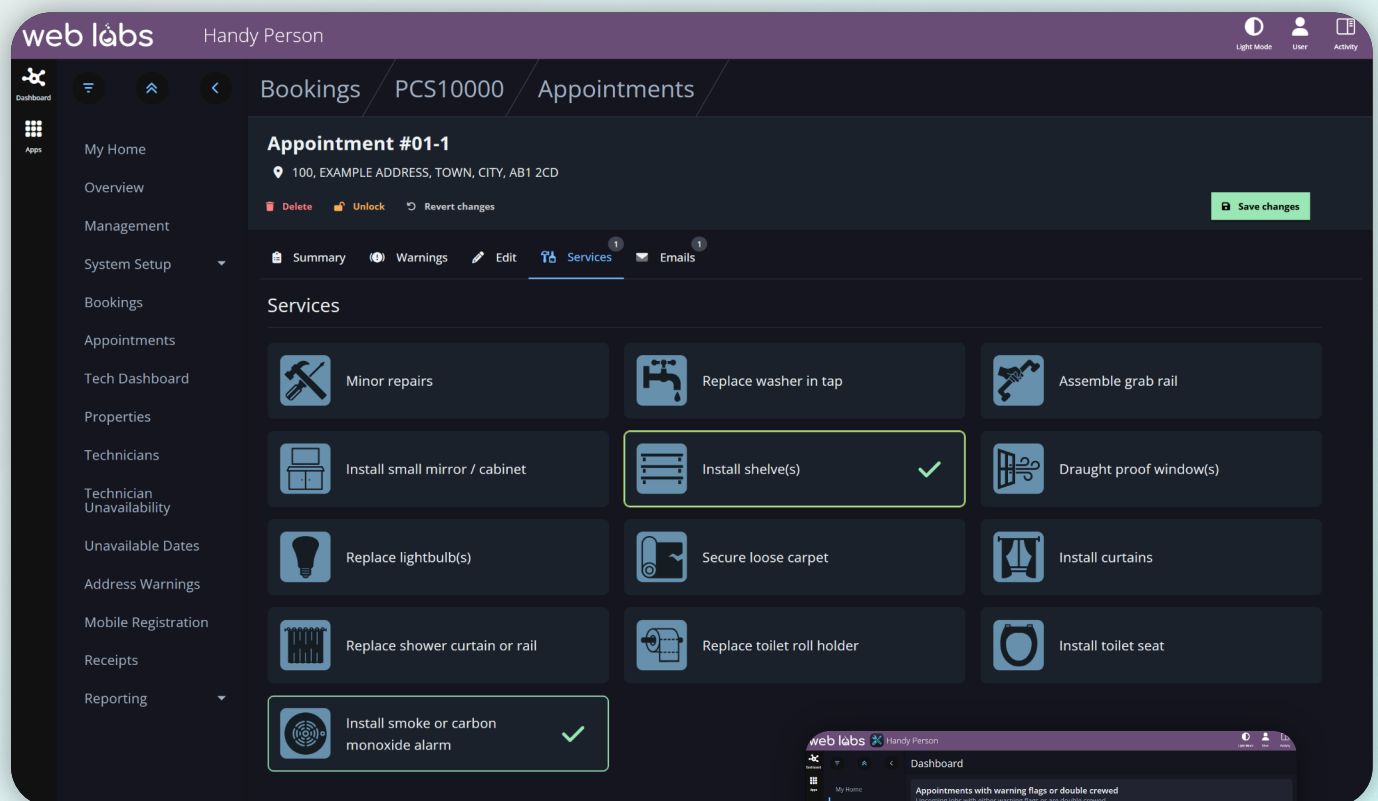
Accessibility Cookies Data protection Freedom of information Pay gap report Modern slavery Terms and conditions Contact us

Here citizens can:

- Request a handy person service.
- Book an appointment slot for the technician.
- Get installation advice.
- Receive email appointment notifications.
- Cancel and reschedule appointments via email.

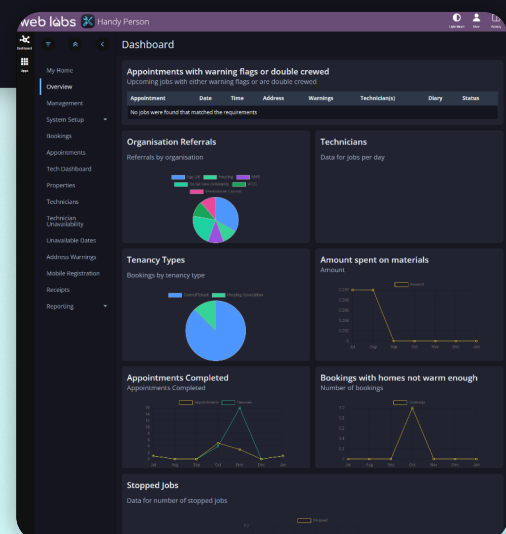
CRM (Customer Relationship Management) Platform

Our robust CRM platform (Web Labs Bridge) allows your organisation's back-office staff to manage, schedule and orchestrate customer bookings with ease. The Bridge offers an end-to-end feature rich ecosystem which encompasses all of the associated tools that enable your organisation to seamlessly manage the booking process. Our CRM platform is secured with Single Sign-On (SSO) technology offered by Microsoft Entra ID (formerly Azure Active Directory), this enables the administration system to seamlessly integrate with your organisation's existing user groups.



Here, your back office staff can:

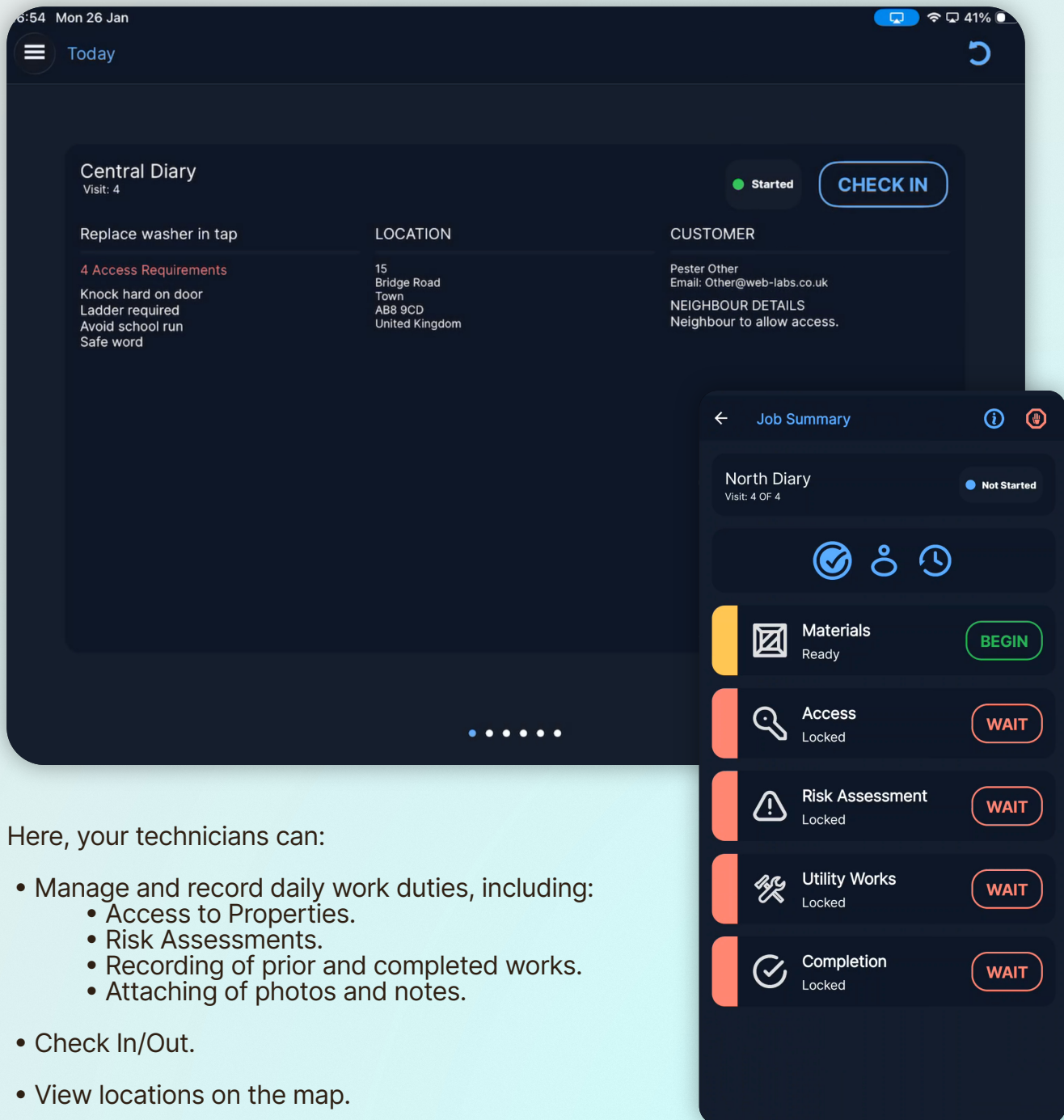
- Manage customer bookings.
- View booking analytics.
- Create, assign and schedule appointments.
- Manage technician accounts and absence.
- Re-send customer email booking reminders.





Handy Person Suite - Android and iOS mobile app

Our technician app allows your organisation's technicians to routinely complete their duties on the go, in our paperless and real-time system. The app is capable of running on both Android and iOS devices and is optimised for both large and small screen formats. The app breaks down key steps within the form process to provide a friendly, accessible user experience.



Here, your technicians can:

- Manage and record daily work duties, including:
 - Access to Properties.
 - Risk Assessments.
 - Recording of prior and completed works.
 - Attaching of photos and notes.
- Check In/Out.
- View locations on the map.

About Us

We are a UK-based firm focused on quality and service delivery; ISO 27001 certified. This certification means our systems and processes adhere to rigorous standards for information security management, ensuring data protection and compliance.



We pride ourselves on developing all our products in-house, maintaining high standards and avoiding outsourcing overseas. Our commitment to customer satisfaction and service is integral to our approach, with strong client relationships leading to successful digital transformations.

We have proven ourselves as masters of digital transformation in local government, offering our expertise in customising products to the unique needs of each customer. Our goal is to deliver comprehensive solutions, ensuring stakeholder satisfaction and guiding clients on the path to digital transformation.

Get in Touch

Brochures can only go so far – our working products need to be demoed to see the full extent of their capabilities. We stand by everything we say, and if you still have any doubts, we can connect you with existing customers and users of our app for real testimonials about its functionality, performance, and our second-to-none product support, with direct access to our designers and developers.



enquiries@web-labs.co.uk



+441904234045