

Lend a Hand Community Guidelines

Our Mission

Lend a Hand exists to connect local people who need help with everyday tasks to local people willing to lend a hand.

We believe in trust, kindness, community and respect.

Our goal is simple:

No Job Too Small.

By using Lend a Hand, you agree to follow these Community Guidelines.

1. Be Respectful

Treat all users with courtesy and respect.

We do not tolerate:

- Harassment
- Bullying
- Threatening behaviour
- Hate speech
- Discrimination
- Offensive language
- Intimidation

Users who violate these standards may have their account suspended or permanently removed.

2. Be Honest

Provide accurate information when creating your profile and posting jobs.

Do not:

- Use fake identities
- Misrepresent your abilities

- Post misleading job descriptions
- Submit false reviews
- Jobs may not be subcontracted out to a third party – the user who offers must be the person completing the task

Trust is essential to our community.

3. Keep Jobs Safe and Legal

Only post lawful and safe tasks.

Lend a Hand welcomes users aged 16 and over.

Examples of suitable jobs include:

- Household tidying
- Flat-pack furniture assembly
- Gardening
- Moving furniture
- Tip runs
- Household cleaning
- Organising spaces
- General household assistance

Users Aged 16-17

Users aged 16 or 17 may create a Helper account and offer to complete suitable tasks.

For safeguarding reasons, users aged 16-17 may not:

- Post jobs
- Undertake prohibited tasks.
- Undertake tasks deemed unsafe for minors.
- Provide childcare services.
- Provide personal care services.
- Undertake tasks involving hazardous equipment or substances.

Lend a Hand reserves the right to restrict certain categories of work for users under 18.

Parents and guardians are encouraged to discuss platform use with young people before participation.

4. Prohibited Jobs

The following jobs are not permitted on Lend a Hand:

- Electrical work requiring certification
- Gas work
- Plumbing work requiring qualifications
- Roofing work
- Structural building work
- Medical services
- Personal care services
- Childcare services or any service involving an unsupervised child.
- Illegal activities
- Dangerous activities
- Jobs involving weapons
- Jobs involving controlled substances
- Any activity that requires professional licensing
- Any sexual or escort services

Lend a Hand may remove any job listing at its discretion.

5. Respect Privacy

Users should only share personal information when necessary.

Never:

- Share another person's information without consent
- Publish private addresses publicly
- Share phone numbers publicly
- Share account details

Contact information is only released after an offer has been accepted.

6. Reviews Must Be Fair

Reviews help keep our community trustworthy.

Reviews must be:

- Honest
- Relevant
- Respectful
- Based on genuine experiences

Fake or malicious reviews may be removed.

7. Payment Arrangements

Job posters and helpers are responsible for agreeing payment arrangements.

Always:

- Be clear about expectations
- Agree payment before work begins
- Communicate respectfully

If a problem arises with a specific job, either party can open a dispute directly from that job using the “Open a Dispute” option, which creates a unique Dispute ID for reference.

8. Safety First

Always prioritise personal safety.

We recommend:

- Meeting in public when appropriate
- Informing a friend or family member of arrangements
- Trusting your instincts
- Reporting suspicious behaviour

If you ever feel unsafe, leave the situation immediately.

Lend a Hand does not provide insurance. For higher-risk tasks such as moving furniture or gardening, we recommend considering your own insurance cover — see our Terms & Conditions for details.

9. Reporting Concerns

Users can report:

- Suspicious activity
- Abuse
- Inappropriate jobs
- Fraudulent behaviour
- Safety concerns

All reports will be reviewed by the Lend a Hand team.

For concerns relating to a specific job, you can also use the “Open a Dispute” option on that job. This creates a Dispute ID and sends the details directly to our team for review. See our Terms & Conditions for more on how disputes are handled.

10. Community Values

Our community is built on:

- Kindness
- Trust
- Reliability
- Respect
- Neighbourly support

Every interaction should contribute positively to the community.

Remember:

No Job Too Small. Local People Helping Local People.