

Lend a Hand - Frequently Asked Questions

General Questions

What is Lend a Hand?

Lend a Hand connects people who need help with everyday household tasks to local people willing to complete those tasks for extra income.

Our mission is simple:

No Job Too Small.

Who can use Lend a Hand?

Anyone aged 18 or over can create an account.

Users can:

- Post jobs
 - Offer to help with jobs
 - Do both using the same account
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What kinds of jobs can be posted?

Examples include:

- Cleaning
 - Tidying
 - Flat-pack furniture assembly
 - Gardening
 - Tip runs
 - Hanging pictures
 - Moving furniture
 - Household organisation
 - Laundry folding
 - General household tasks
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What jobs are not allowed?

Jobs requiring professional qualifications, licences, certification or specialist insurance are prohibited.

Examples include:

- Gas work

- Electrical work
 - Medical services
 - Childcare
 - Personal care services
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Posting a Job

How do I post a job?

Simply create an account and click:

"I Need a Hand"

Complete the job details, upload photos if needed and submit your listing.

Does it cost money to post a job?

No.

Posting jobs is completely free.

Can I upload photos?

Yes.

Photos help users understand the task and provide more accurate offers.

Can I post recurring jobs?

Yes.

You can create one-off or recurring jobs.

Examples:

- Weekly bins
 - Weekly laundry folding
 - Monthly garage tidying
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Lending a Hand

How do I offer to help?

Create an account and subscribe to a plan.

You can then browse available jobs and submit offers.

Why do I need a subscription?

Subscriptions help maintain the platform while allowing helpers to keep 100% of the payment they receive from job posters.

What subscription plans are available?

Starter: £4.99/month 5 Job Offer Tokens

Helper: £9.99/month 12 Job Offer Tokens

Community Pro: £19.99/month Unlimited Job Offer Tokens

New users receive their first month at 50% off.

What are Job Offer Tokens?

A Job Offer Token is used whenever you submit an offer for a job.

If your offer is not selected, your token is automatically returned.

If your offer is accepted, the token is used.

Reviews & Ratings

How do reviews work?

After a job is completed:

- Posters can review helpers
- Helpers can review posters

Reviews include:

- Star rating
 - Written feedback
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Can reviews be removed?

Reviews may be removed if they:

- Violate community guidelines

- Are abusive
 - Are fraudulent
 - Are clearly false
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Privacy & Safety

Are my contact details public?

No.

Contact details remain private until a job offer is accepted.

Is my postcode visible?

No.

Only general location information such as town and approximate distance is displayed publicly.

How should I stay safe?

We recommend:

- Communicating clearly
 - Informing someone of your plans
 - Meeting safely
 - Trusting your instincts
 - Reporting suspicious behaviour
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Payments

How are helpers paid?

Helpers are paid directly by the job poster.

Lend a Hand does not currently process payments between users.

Does Lend a Hand take a percentage of my earnings?

No.

Helpers keep 100% of the payment agreed with the poster.

Account Management

Can I switch between posting jobs and helping?

Yes.

One account can be used for both activities.

Can I cancel my subscription?

Yes.

Subscriptions can be cancelled at any time and remain active until the end of the current billing period.

How do I contact support?

Visit the Contact Us page on the website and submit a support request.

Our team will respond as soon as possible.

Still have a question?

Contact us and we'll be happy to lend a hand.