

# Nottingham City Homes

## Appendix 11

**Protocol for Caretaking:**

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**Sheryl Fraser**

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**Office numbers 51865, 51863, 51867**

The Caretaking management Team will work with Housing Offices and customers to deliver a three star estates and caretaking service.

The Estates and Caretaker Services Team is responsible for:

### *Staff Management*

- Agreeing and managing leave
- Absence management (including weekly returns)
- Identifying and arranging training needs
- Managing performance
- Monitoring standards of caretaking
- Team meetings
- Arranging rotas and duties
- Other equipment

### *Tenant Involvement*

- Responding to complaints regarding caretaking standards
- Liaison with tenant and leaseholder groups
- Survey customers to assess satisfaction levels
- Involve tenants and leaseholders in monitoring standards of caretaking
- Develop service standard for caretaking

### *Other Agencies*

- Liaise with NCC Agencies
- Attend Estate Inspections
- Meet with Housing Managers monthly

The caretakers will:

- Complete the caretaking and cleaning to the required standards
- Maintain inventories of equipment and materials
- Identify and report any communal repairs
- Work with the Area Housing Office to resolve repair issues
- Report any tenancy issues directly to the HPM
- Assist the Housing Office in conducting fire risk assessments
- Ensure any leave is requested at least 7 days in advance
- Adhere to sickness absence procedures
- Engage positively with tenants and leaseholders
- Assist in developing new methods of working
- Contribute to a Value for money culture

The Area Housing Offices will:

- Address any tenancy issues
- Address any repairs issues
- Provide a weekly info view report to the caretakers for communal repairs to check completion.
- Keep notice boards in blocks tidy and with up to date information
- Engage positively with the caretaking team
- Regular meetings between HPM and caretaker (weekly)
- Liaison with caretakers to be included in HPM 121 and EPDRs.
- Assist in monitoring standards of cleanliness
- Work with caretakers to address fire risk assessments.
- Provide assistance in conducting surveys