

# Caretaking

## service standard 2008-09



**We aim to deliver an effective caretaking service that helps create homes and places where people want to live.**

### **Where we provide an estate caretaking service we will:**

- Tell you the name and contact details of your caretaker and details of the standard of service we will provide
- Train our staff to British Institute of Cleaning Science standards
- Monitor and inspect standards every month
- Work with Nottingham City Council and other organisations to continually improve services in your neighbourhood
- Seek your views about our caretaking service and standards in your area and use the results to help us improve those services
- Consult you in advance about any changes to the caretaking service.

### **If you live in a block of flats or maisonettes with a caretaking service we will:**

- Tell you the name and contact details of your caretaker and details of the standard of service we will provide. The service will be provided between 8am and 4pm each working day
- Every day we will:
  - Inspect all floor areas
  - Check bin rooms and rotate bins as necessary
  - Check all upper floors and chute rooms, identify and clean areas and unblock chutes as necessary
  - Identify and remove bulk waste
  - Sweep or vacuum all ground floor areas, including foyers and lifts
  - Identify and report any communal repair issues

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- Every week we will:
  - Clean and litter pick all outside areas and empty litter bins
  - Clean chute and bin rooms
  - Clean and polish lift walls, where appropriate
  - Mop, vacuum or buff all upper floor communal areas
  - Sweep and mop stairways
  - Mop lifts, landings and ground floor areas where necessary
  - Wipe woodwork, walls and glass surfaces where necessary
- Train our staff to British Institute of Cleaning Science standards
- Seek your views about our caretaking service and standards in your area and use the results to help us improve those services
- Consult you in advance about any changes to the caretaking service.