

COLLEGE BANK CARETAKING TEAMS SERVICE STANDARDS



These Service Standards set out the responsive and routine work that RBH Caretakers will carry out in the multi storey flats. In accordance with the tenancy agreement it is your responsibility to ensure that any bulky items are moved to the collection areas in the basement of each block.

Responsive Work

We will:

- Clear, clean & disinfect areas where blood and human waste present a hazard
- All signs of graffiti will be removed or painted over
- Check & report any repairs outstanding to communal areas.

Leaving any rubbish/other items outside your home or in the bin chute area is a breach of your tenancy conditions and will be investigated. you could put your tenancy at risk if you do this.

Basement, entrance foyer, ground floor & lifts

We will:

- Sweep, mop or vacuum floors
- Inspect, wipe down & clean all door glass/ frames & door entry system
- Sweep & mop lift floors to leave them clean, tidy & hygienic
- Wipe down & clean the walls, doors & buttons of lifts
- Ensure there are no health & safety hazards present.

Landings, corridors & stairwells

We will:

- Sweep, mop &, if required, buff the floors/ steps of all landings, corridors & stairwells them in a clean, tidy & hygienic condition.
- Remove & safely dispose of any bulky items.
- Brush, wipe down & clean handrails, bannisters & window ledges.
- Wipe down & clean all walls, ensuring they are free of marks, dirt & cobwebs.
- Ensure there are no health & safety hazards present.

Light bulbs & fluorescent tubes

We will:

- Check light bulbs & fluorescent tubes reporting any that need changing
- Keep low light fittings & the surrounding area free of dirt, dust & cobwebs.

Grassed areas, hardstanding areas and garages

We will:

- Carry out litter picking
- Investigate & remove any abandoned items
- Ensure there are no health & safety hazards present.

Fire/ Statutory Work

We will:

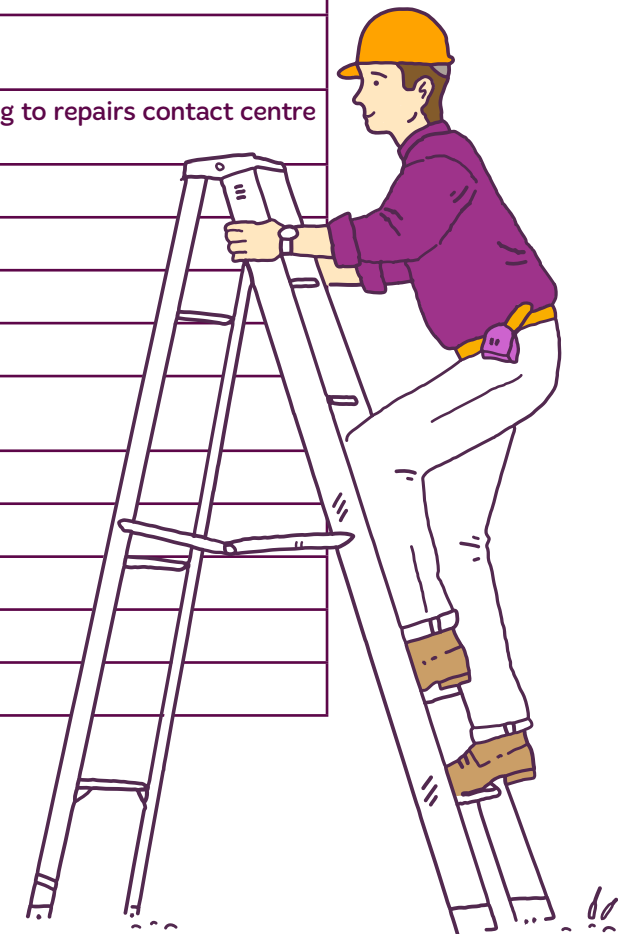
- Perform fire safety checks to flats, landings, chutes, lights and door entry systems.

Freephone: **0800 027 7769**

Timescales for the above standards can be found on the following page

There are long term regeneration proposals for this neighbourhood and our teams are committed to ensuring that these service standards continue to be delivered as these changes take place.

JOB UNDERTAKEN	TARGET COMPLETION TIME
Responsive work	
Blood/human waste	As soon as aware of it
Offensive/racist graffiti	Next working day
All other graffiti	Within seven days
Repair to communal areas	As and when required (checks made when other cleaning/caretaking duties being carried out)
Routine work	
Basement, entrance foyer and ground floor swept, mopped or vacuumed	Daily
Lifts swept and mopped	Daily
Bin chute hoppers and rooms checked for blockages and cleaned	Daily - check for blockage Weekly - sweep, mop and disinfect
Lights checked and cleaned	Daily - report any bulbs that require changing to repairs contact centre Twice a month - low lights to be cleaned
Grassed areas and shrubs cleared	As soon as aware of any issues
Garage areas and hardstandings	Daily
Entrance foyer doors and door entry buttons inspected and cleaned	Daily
Lift walls, doors and lift buttons cleaned	Weekly
Corridors, landings and stairwells swept, mopped and buffed if required	Weekly - sweep and mop Buff - when required
Handrails and window ledges cleaned	Weekly
Communal walls to landings, corridors and stairwells washed down	When required
Floors stripped back and re-sealed	When required
Fire/statutory work	
Fire safety checks	Daily



Please note that during unforeseen circumstances such as an emergency situation or a reduction in staffing levels, it may not always be possible to carry out the full range of the above tasks.