

## FINAL STANDARDS

### Multi Storey (College Bank) caretaking minimum standards

#### **Responsive work**

<u>Job undertaken</u>	<u>Target time for completion</u>	<u>Expected standard of work</u>
Blood/urine/vomit/excrement etc	As soon as aware of it	Will be cleared, cleaned and disinfected to remove hazard.
Offensive/racist graffiti	Within 24 hours	All signs of graffiti to be removed or painted over.
All other graffiti	Within 7 days	All signs of graffiti to be removed or painted over.
Repairs to communal areas	As and when required (checks made when other cleaning/caretaking duties are carried out)	Check and report any repairs outstanding to communal areas.

#### **Routine work**

Basement, entrance foyer and ground floor swept, mopped or vacuumed.	Daily	Area is swept and mopped/vacuumed. Any bulky items to be removed and disposed of safely. There are no health and safety hazards present e.g. sharps, glass, spillages.
Lifts swept and mopped	Daily	Floors swept and mopped to leave lift floors clean, tidy and hygienic.
Bin chute hoppers and rooms checked for blockages and cleaned	Daily – check for blockage weekly – sweep, mop and disinfect	Hoppers checked daily for blockages and cleared. Sweep and mop rooms. Any bulky items to be removed and disposed of safely. There are no health and safety hazards present, e.g. sharps, glass, spillages. Disinfect chute hoppers inside and out.

Lights checked and cleaned	Daily – check and replace bulbs/fluorescent tubes Two Monthly – low lights to be cleaned.	Light bulbs checked daily and replaced/reported for replacement as required. Low light fittings and surrounding area to be free of dirt, dust and cobwebs.
Grassed areas and shrubs	Twice weekly	The areas are litter picked. Any bulky items to be removed and disposed of safely. There are no health and safety hazards present, e.g. sharps, glass, spillages.
Garage areas and hardstandings	Weekly	The areas are litter picked. Any bulky items to be removed and disposed of safely. There are no health and safety hazards present, e.g. sharps, glass, spillages.
Entrance foyer doors inspected and cleaned. Door entry buttons inspected and cleaned	Weekly	All door glass and frames to be washed down and cleaned. Door entry system to be wiped down and cleaned.
Lift walls, doors and lift buttons cleaned	Weekly	Walls, doors and lift buttons to be washed down and cleaned.
Corridors, landings and stairwells swept, mopped and buffed if required.	Weekly – sweep and mop Monthly - buff	All areas swept and mopped to leave them clean, tidy and hygienic. Any bulky items to be removed and disposed of safely. There are no health and safety hazards present, e.g. sharps, glass, spillages.
Handrails and window ledges cleaned	Monthly	Railings, banisters and ledges to be brushed and cleaned/wiped down.
Communal walls to landings, corridors and stairwells washed down.	Annually	Walls to be cleaned and washed down, ensuring they are free of marks, dirt and cobwebs.
Floors stripped back and re-sealed	Annually	Strip off old polish to tiles on landings and corridors and re-polish.

### **Fire/Statutory work**

Fire safety and basic security checking of communal areas	Daily	Check for obstructions, damage to doors, working of fire resisting self closing doors
Basement sprinkler system	Two weekly	Sprinkler system checked and any repairs/faults reported for action.
Fire safety checks to dry risers and cabinets, extinguishers, self closing doors, chute hopper seals, individual flat doors	Monthly	Check all items, report, repair or clear as required.

**It is your responsibility to ensure that any bulky items are safely moved to the collection areas in the basement of each block. Leaving these items and/or large bin bags either outside your flat or in the bin chute room is a breach of tenancy and you will be putting your tenancy at risk if you do this.**

**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.**

## FINAL STANDARDS

### Low rise/Traditional Estate caretaking minimum standards

#### **Responsive work**

Blood/urine/vomit/excrement etc	As soon as aware of it	Will be cleared, cleaned and disinfected to remove hazard.
Low rise block chutes unblocked	Within the same working day	Unblock chutes as notified/discovered
Offensive graffiti	Within 24 hours	All signs of graffiti to be removed or painted over.
All other graffiti	Within 7 days	All signs of graffiti to be removed or painted over.
Repairs to communal areas	As and when required (checks made when other cleaning/caretaking duties are carried out)	Check and report any repairs outstanding to communal areas.

#### **Routine work**

Play areas/kick pitches/MUGA'S checked and cleaned	Weekly (there is also a weekly check carried out by the RMBC Play Area Team, the checks will be synchronised to ensure they are equally spaced throughout the week)	Area swept and litter picked. Any bulky items to be removed and disposed of safely. No health and safety hazards present e.g. sharps, glass, spillages. Equipment checked and any with defects to be cordoned off and reported.
Low rise block chutes and chute rooms cleaned	Every two weeks	Chute rooms cleaned and swept/mopped. Any bulky items to be removed and disposed of safely. Disinfect chute hoppers inside and out. There are no health and safety hazards present, e.g. sharps, glass, spillages.
Grassed areas litter picked	Every two weeks	All grassed areas to be litter picked. No health and safety hazards present e.g. sharps, glass.
Hardstanding/parking areas and garages	Every two weeks	All areas to be litter picked. Any bulky items to be removed and disposed of safely. No health and safety hazards present e.g. sharps, glass, spillages.

Pathways/courtyards	Every two weeks	All areas to be litter picked. Any bulky items to be removed and disposed of safely. No health and safety hazards present e.g. sharps, glass, spillages
Low rise block entrances, stairways and landings checked and cleaned	Every two weeks	All areas to be swept and/or mopped. Cobwebs to be removed from doorways, ceilings and lights. Any bulky items to be removed and disposed of safely. There are no health and safety hazards present, e.g. sharps, glass, spillages.
Low rise block handrails and window ledges cleaned	Every two weeks	Handrails and window ledges to be brushed and cleaned/wiped down.

### **Fire/Statutory work**

Fire safety checks to low rise flats, landings, chutes, lights, door entry systems.	Daily	Check all items, report, repair or clear as necessary
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**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.**

## FINAL STANDARDS

### Freehold/Lower Falinge caretaking minimum standards

#### **Responsive work**

Blood/urine/vomit/excrement etc	As soon as aware of it	Will be cleared, cleaned and disinfected to remove hazard.
Offensive graffiti	Within 24 hours	All signs of graffiti to be removed or painted over.
All other graffiti	Within 7 days	All signs of graffiti to be removed or painted over.
Repairs to communal areas	As and when required (checks made when other cleaning/caretaking duties are carried out)	Check and report any repairs outstanding to communal areas.

#### **Routine work**

Play areas/kick pitches/MUGA'S checked and cleaned	Weekly (there is also a weekly check carried out by the RMBC Play Area Team, the checks will be synchronised to ensure they are equally spaced throughout the week)	Area swept and litter picked. Any bulky items to be removed and disposed of safely. No health and safety hazards present e.g. sharps, glass, spillages. Equipment checked and any with defects to be cordoned off and reported.
Low rise block chutes checked and cleaned	Daily – checked Weekly – chutes cleaned	Chutes checked for blockages daily. Any bulky items to be removed and disposed of safely. There are no health and safety hazards present, e.g. sharps, glass, spillages. Disinfect chute hoppers inside and out.
Low rise block entrances, stairways and ramps checked and disinfected	Daily	All areas to be swept and disinfected. Any bulky items to be removed and disposed of safely. There are no health and safety hazards present, e.g. sharps, glass, spillages.
Low rise block entrances, stairways and ramps deck scrubbed and hosed down	Weekly	All areas deck scrubbed and hosed down. Cobwebs to be removed from doorways, ceilings and lights.
Low rise block handrails and window ledges cleaned	Weekly	Handrails and window ledges to be brushed and cleaned/wiped down.

Low rise landings swept and cleaned	Weekly	All landings to be swept and cleaned. Cobwebs to be removed from doorways, ceilings and lights.
Grassed areas litter picked	Twice weekly	All grassed areas to be litter picked. No health and safety hazards present e.g. sharps, glass.
Hardstanding/parking areas and garages	Weekly	All areas to be litter picked. Any bulky items to be removed and disposed of safely. No health and safety hazards present e.g. sharps, glass, spillages.
Pathways/courtyards	Weekly	All areas to be litter picked. Any bulky items to be removed and disposed of safely. No health and safety hazards present e.g. sharps, glass, spillages

**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.**