



CARETAKING MULTI STOREY SERVICE STANDARDS

These Service Standards set out the responsive & 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.

Bin chute rooms/ hoppers

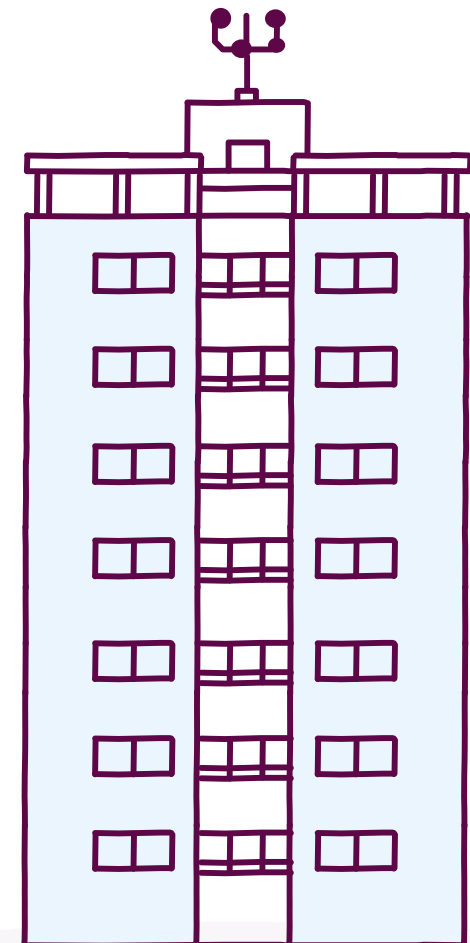
We will:

- Remove & safely dispose of any bulky items left in the rooms.
- Sweep & mop the floors, ensuring there are no health & safety hazards present, e.g. sharps, glass & spillages, leaving them in a clean, tidy & hygienic condition.
- Check & clear bin chute hoppers of blockages, disinfecting them inside & out.

Grassed areas, shrub beds, garage areas & hardstandings

We will:

- Carry out litter picking.
- Remove & safely dispose of any bulky items left in those areas.
- Ensure there are no health & safety hazards present, e.g. sharps, glass & spillages.



Light bulbs & fluorescent tubes

We will:

- Check, replace/ report for replacement, light bulbs & fluorescent tubes.
- Keep low light fittings & the surrounding area free of dirt, dust & cobwebs.

Fire/ Statutory Work

We will:

- Carry out security checks in communal areas & fire safety checks on dry risers & cabinets, extinguishers, self closing doors, chute hopper seals & individual flat doors, reporting, repairing or clearing as required.
- Check the basement sprinkler system & report any faults/repairs.

Responsive Work

We will:

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



Basement, entrance foyer, ground floor & lifts

We will:

- Sweep, mop or vacuum floors, ensuring there are no health & safety hazards present, e.g. sharps, glass & spillages, leaving them in a clean, tidy & hygienic condition.
- 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.

Landings, corridors & stairwells

We will:

- Sweep, mop &, if required, buff the floors/ steps of all landings, corridors & stairwells, ensuring there are no health & safety hazards present, e.g. sharps, glass & spillages, leaving 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.
- Once a year strip off old polish on tiles & re-polish.