# Neighbourhood based caretaking teams service standards



These are the services carried out by RBH Caretakers.

# **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.

# Block entrances, stairways, handrails, ramps, landings and window ledges.

#### We will:

- Sweep and disinfect landings, stairways and ramps
- Investigate & remove any abandoned items
- Brush, wipe down & clean handrails & window ledges
- Remove cobwebs from doorways, ceilings & lights.

## **Block chutes**

#### We will:

- Check and clear blockages where necessary
- Investigate & remove any abandoned items
- Ensure there are no health & safety hazards present.

# Pathways/courtyards

# We will:

- · Carry out litter picking
- Investigate & remove any abandoned items
- Ensure there are no health & safety hazards present
- Weed spray drying areas as required.

# Play areas and kick pitches

### We will:

- Sweep & carry out litter picking ensuring there are no health & safety hazards present
- Investigate/remove abandoned items
- Check equipment and reporting any repairs that are identified.

# **Fire/ Statutory Work**

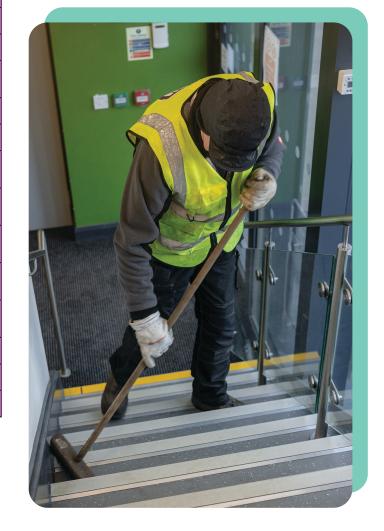
#### We will:

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

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 before removal. You could put your tenancy at risk if you do this.

Freephone: **0800 027 7769** Timescales for the above standards can be found on the following page

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	
Play areas and kick pitches checked and cleaned	Weekly
Low rise block chutes checked and cleared	Daily - checked Weekly - chutes cleared
Low rise block entrances, stairways and ramps checked and disinfected	Daily
Low rise block entrances, stairways and landings cleaned	Every two weeks
Low rise block entrances, stairways and ramp decks scrubbed and hosed down	Weekly
Low rise block handrails and window ledges cleaned	Weekly
Pathways and courtyards	Every two weeks
Fire/statutory work	
Fire safety checks	Every two weeks



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