

CLEANING AND CARETAKING



Our approach to cleaning and caretaking

We provide a cleaning or caretaker service for the shared areas at many of our properties. These services are paid for through a weekly service charge.

What we mean by cleaning and caretaking

Caretaking

- ▶ checking the performance of our contractors
- ▶ reporting repairs to shared areas
- ▶ checking for safety hazards
- ▶ telling us when improvements may be needed
- ▶ answering residents' questions, or referring them to the relevant team
- ▶ advising us of any residents who may need more support
- ▶ reporting nuisance behaviour such as fly-tipping

Our caretakers are on hand to try and deal with problems affecting the communal areas of our properties. For example, they will report anti-social behaviour to the housing services team and, in serious cases, work with them and other agencies to resolve things.



Cleaning

Where a property does not have a caretaker, we may provide a cleaning service to keep shared areas clean. The cleaning service will usually be at least weekly and will generally include:

- picking up litter
- sweeping and mopping internal floors
- vacuuming carpets
- dusting and wiping paintwork
- removing marks and graffiti from walls where possible
- cleaning glass that can be safely reached
- cleaning and disinfecting bin stores and chutes
- cleaning lifts.

What you can expect from our service

We are committed to maintaining high standards at our properties. In providing you with estate services, we aim to:

- remove offensive graffiti within 24 hours of it being reported to us and other graffiti within 5 days
- keep roads, paths and other hard areas clean and clear of dumped items
- keep play areas clean and safe
- keep bins and bin areas clean and clear
- keep garden areas free of litter
- keep internal areas and lifts clean and clear of dumped items
- make sure lighting in shared areas is in good working order
- deal with illegally parked or abandoned vehicles.

Making sure we are succeeding

We hold regular site inspections to make sure that the shared areas of our buildings are well-maintained, with high standards of cleaning, caretaking and grounds maintenance. We encourage residents to take part in these inspections and advertise the dates on noticeboards in shared areas of our properties. We carry out a residents survey every two years and use your feedback to help improve our services.

How to contact us about cleaning and caretaking

For more information please visit our website octaviahousing.org.uk or contact your communal services team leader on the number below.

Please contact us if you need any part of this information in Braille, on audio tape or explained in a different language.

Afsoomaali Español العربية ትግርኛ বাংলা Français Português Shqip فارسی

