

# 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.**

Job Undertaken	Target completion time
<b>Responsive work</b>	
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)
<b>Routine work</b>	
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
<b>Fire/statutory work</b>	
Fire safety checks	Every two weeks

