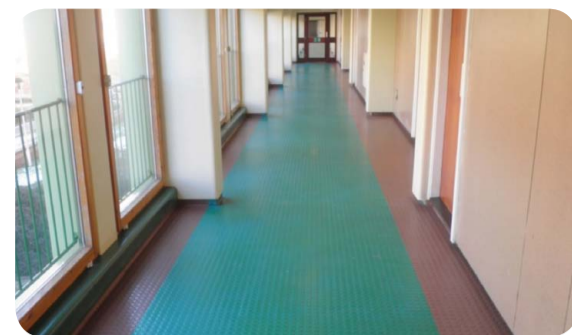


# Caretaking Service Standards

The Area Caretakers carry out a weekly visit to your block to complete the following Service Standards

## The caretaker keeps the internal communal areas of the block clean and tidy.

**This covers:** Internal communal areas – the foyer, stairs and landing, the bin room, handrails and light fittings.



## The external areas of the building are kept clean and tidy.

**This covers:** External areas – The main entrance area and footpath, any grassed areas in the perimeter of the block and any flagged areas within the perimeter of the block. Check drain covers and remove any leaves or debris.



## The caretaker responds to unforeseen cleaning requirements promptly within working hours.

**This covers:** Unforeseen cleaning relates to things that can't be predicted and don't form part of the basic cleanliness routine. This could be things such as spillages, vomit and urine in communal areas. The caretaker aims to respond to these promptly within office hours, once they are aware of them.



## Outside of working hours, Caretaking Services will respond to emergency Caretaking situations.

**This covers:** Emergency caretaking issues relate to things such as hazardous or biological waste in communal areas, securing of fire hazards and unforeseen issues such as floods / fires. In the event of an emergency the caretaking service aims to respond promptly once they are aware of the situation.



## The caretaker carries out the following basic duties:

- Entrance foyer swept, mopped and vacuumed. Entrance doors inspected and cleaned if necessary. Door entry buttons inspected and cleaned if necessary.
- Bin rooms checked and cleaned as required.
- Sweep leaves from around main entrance doors and remove any debris and leaves from drain covers.
- Remove all litter and any bulk rubbish from the designated external communal areas\*.
- Stairs and landing swept and mopped as required.
- Emergency exit doors checked for proper operation.
- Light fittings, walls and handrails cleaned when required
- Vomit / excrement / urine etc will be cleared\*.

\* Charges may apply, in line with our recharge policy

We check that the blocks are clean by doing **random block inspections**

If you have any comments on our service contact us on:

 **0161 474 5071**  **caretakers@stockporthomes.org**