

# Caretaking Service Standards

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

**This covers:** Internal communal areas - the foyer and ground floor, the lifts, the stairs and landing, the chute room, bin rooms, hand rails and light fittings.



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

**This covers:** External areas - some external communal areas; grassed areas in the perimeter of the block; footpaths; car parks; and garage sites. Please note that the caretaker is not responsible for window cleaning or maintenance of footpaths or highways.



## 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, urine and blood 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 and ground floor corridor swept, mopped and vacuumed. Glass doors inspected and cleaned if necessary. Door entry buttons inspected and cleaned if necessary.
- Lifts swept and mopped. Walls cleaned. Lift buttons inspected and cleaned if necessary.
- Chute rooms swept and mopped.
- Remove leaves from around main entrance doors.
- Remove all litter and any bulk rubbish from the designated external communal areas and garage sites\*.
- Fire safety and basic security checking of communal areas.
- Corridors swept, mopped or buffed, as required.
- Stairs and landing swept and mopped.
- Internal glazing cleaned.
- Windows / door handles in light-use areas cleaned.
- Emergency exit doors checked for proper operation.
- Lights and handrails cleaned.
- Vomit / excrement / urine etc will be cleared\*.
- Chute rooms, stairs and corridor walls washed down.

We check that the blocks are clean through the **monthly block checks**.

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

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