







# Block Caretaking Service Standards

## The Block Caretaking Service will provide




-  A daily walkthrough of the block to prioritise a schedule of tasks.
  -  A clean and tidy of internal and external bins areas
  -  Cleaning of internal floors, glass, and handrails.
  -  Reporting and recording issues, such as fly-tipping, repairs, spillages, graffiti, and anti-social behaviour.
- The tasks and their frequencies may vary depending on the issues and priorities in the communal spaces at the time of the visit.

## We will ensure these standards are met through

- ✓ A twice-yearly caretaking customer satisfaction survey
- ✓ Monthly inspections by the Environmental Services Team
- ✓ Customer feedback such as individual requests, comments, compliments and complaints
- ✓ Customer meetings such as attendance at resident's meetings / forums / events
- ✓ Issues logged during 'Walk and talk' events with customers and estate inspections.
- ✓ Reviewing and monitoring trends of the issues logged by Caretakers to manage resources and raise issues with the Neighbourhood Management Teams.
- ✓ Tracking the information we collect in the Tenant Satisfaction Measure (TSM) survey for the question 'satisfaction that your Landlord keeps communal areas clean and well maintained'.

These service standards were reviewed with customers through focus groups and surveys in 2024.

**If you have feedback to share with us about the Block Caretaking Service you can contact us at:**

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