







# Area Caretaking Service Standards

## The Area Caretaking Service will provide




-  A walkthrough of the block to prioritise a schedule of tasks.
  -  A clean and tidy of internal and external bin 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

- ✓ We will ensure these standards are met through:
- ✓ A twice-yearly caretaking customer satisfaction survey.
- ✓ Six-monthly inspections by the Environmental Services Team.
- ✓ Customer feedback, including individual requests, comments, compliments, and complaints.
- ✓ Customer meetings, such as attendance at resident meetings, forums, and events
- ✓ Three-monthly estate inspections by Housing Officers.
- ✓ Three-monthly inspections by the Home Ownership Team, for blocks with leaseholders.
- ✓ Reviewing and monitoring trends of issues logged by Caretakers to manage resources and address concerns with the Neighbourhood Management Teams.
- ✓ Tracking the information collected 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 Area Caretaking Service you can contact us at:**

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