

Caretaking, Cleaning and Landscaping Services

We provide caretaking, cleaning and landscaping services to multi-storey flats.

The shared areas covered by the service include:

- Entrance areas;
- Landings;
- Lifts;
- Stairs;
- Shared windows; and
- Outside grounds;

What you can expect from us

- We will keep all shared areas clean, tidy, accessible and safe.
- Our caretaking and cleaning staff will be professional and polite, and respect customers at all times.
- Our caretakers and cleaners will dress in Villages uniforms at all times.
- We will display the caretaker rota and contact phone numbers on the ground floor of each block and update them every week.
- We will carry out a health and safety check of blocks and outside areas every day.
- We will check and clean the entrance, foyer and lifts every day.
- We will check the stairs, bin chutes and ground floor bin rooms, shared lights and windows. These areas will be cleaned at least once a week, and more often if necessary to maintain the standards of cleanliness.
- The times that the shared areas have been cleaned and checked will be displayed on the ground floor of each block.
- Caretaking staff will report all repairs that need doing in shared and outdoor areas.
- We will remove offensive graffiti within 24 hours of being told about it.

- We will remove all other graffiti within seven days.
- We will pick up litter from outdoor areas every day. We will clear grassed areas of rubbish and litter before we cut the grass.
- We will move bulky rubbish to a safe collection point and we will remove illegally dumped rubbish from our land within seven days.

Landscaping

- We will cut large grassed areas every 11 days from mid-March to mid-October (depending on the weather).
- We will cut smaller less accessible grassed areas every 14 days from mid-March to mid-October (depending on the weather).
- We will prune and cut down trees between November and March, as needed.

Monitoring

- We will carry out spot inspections on the cleaning, caretaking and landscaping services.
- We will carry out monthly walkabouts with residents, estate management officers, caretaking staff and representatives of other agencies to check standards and will tell residents the results.
- We will send a questionnaire to all multi storey tenants at least once a year, to check that we are maintaining the service standards and to ask for comments or suggestions to improve the service.
- Our target for customer satisfaction is 95%.

You can help us by:

- making sure you put all rubbish in the bin chutes or ground-floor bin rooms;
- letting us know when our standards are not being met;
- reporting any shared repairs; and
- using recycling facilities where provided.

If you, or someone you know, would like this leaflet in another format, for example in large print, on audio CD, in Braille, or in another language, please ask a member of staff.

The Villages Housing Association

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