

Caretaking

Homes for Islington
Highbury House
5 Highbury Crescent
London N5 1RN

www.homesforislington.org.uk

To complain, comment or compliment

Homes for Islington welcomes your feedback, whether you are unhappy and wish to complain, or you feel we have provided an excellent service.

Please speak to a member of staff or pick up the 'Complaints, comments and compliments' leaflet at your area office or visit our website at www.homesforislington.org.uk

If you would like this document in another language, LARGE PRINT, audio tape, Compact Disc or in Braille please contact your area office.



This leaflet is about caretaking and the standards you can expect from Homes for Islington. If you need a translation or more information in your own language, please contact your area housing office. Telephone numbers are below.

এই প্রচারপত্রটি তত্ত্বাবধায়কের কাজ এবং আপনারা Homes for Islington এর কাছ থেকে যে মানের পরিষেবা প্রত্যাশা করতে পারেন সেই সম্পর্কিত।

আপনি যদি এর অনুবাদ চান অথবা আপনার নিজের ভাষায় আরও তথ্য চান, তাহলে অনুগ্রহ করে ত্রৈমাসিক ডুমপাভিমহ এর সঙ্গে যোগাযোগ করুন। যোগাযোগ সম্পর্কিত বিস্তারিত তথ্য নিচে দেওয়া হল। (Bengali)

Αυτό το φυλλάδιο αφορά στην επιστασία κτιρίων και τα πρότυπα επιστασίας που μπορείτε να αναμένετε από την Homes for Islington. Εάν χρειάζεστε μετάφραση ή περισσότερες πληροφορίες στη γλώσσα σας, παρακαλούμε να επικοινωνήσετε με το στεγαστικό γραφείο της περιοχής σας. Παρακάτω θα βρείτε τους σχετικούς αριθμούς τηλεφώνου. (Greek)

Este folheto informa sobre o serviço de de supervisão e manutenção e os padrões que pode esperar da Homes for Islington. Se precisar de uma tradução ou de mais informações no seu idioma, contacte o gabinete de habitação (housing office) da sua área, pelos números indicados abaixo. (Portuguese)

Central Street 020 7527 6250
Holland Walk 020 7527 7480

Lyon Street 020 7527 6880
Upper Street 020 7527 5300

Warqaddan waxay ku saabsan tahay daryeelitaanka iyo heerarka aad ka rejeyn karto Homes for Islington. Haddii aad u baahan tahay tarjumaad ama warar dheeraad ah oo luuqaddaada ah, fadlan la xiriiir sarkaalka guriyeynta nawaaxigaada. Lambarada telefoonadu waxay ku yaalaan hoos. (Somali)

Este folleto informa acerca del mantenimiento y de los niveles de servicio que puede esperar de Homes for Islington. Si necesita una traducción o más información en su propio idioma, por favor póngase en contacto con la oficina de alojamiento de su área. Encontrará los números de teléfono abajo. (Spanish)

Bu broşürde site güvenlik ve gözetim hizmetleri ve Homes for Islington Konut Kurumu'nun bu konuda yerine getirmesi gereken hizmet standartları anlatılmaktadır. Türkçe'ye çeviri gerekiyorsa ya da daha fazla bilgi almak istiyorsanız, yörenizdeki konut bürosuna başvurabilirsiniz. Telefon numaralarımız aşağıdadır. (Turkish)

Caretaking



তত্ত্বাবধায়কের কাজ (Bengali)

Επιστασία κτιρίων (Greek)

Serviço de supervisão e manutenção (Portuguese)

Daryeelitaanka (Somali)

Mantenimiento (Spanish)

Site güvenlik ve gözetim hizmetleri (Turkish)



Caretaking

We will do all we reasonably can to make our blocks and estates clean and safe places to visit. We will take action for abandoned vehicles to be removed from land managed by us within seven days. We will remove graffiti within 24 hours if it is offensive.

To meet our commitment, we will:

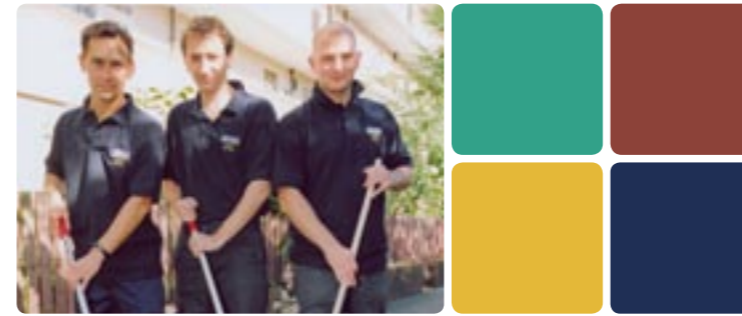
- Inspect and sweep all play areas
- Sweep and mop shared halls, porches, landings and stairs, and remove any graffiti or other marks
- Clean the inside windows on all shared doors, landings and staircases
- Clean, sweep and mop all lift floors, walls and doors inside and outside where possible, and remove any graffiti

- Check and clear blocked rubbish chutes where possible, or report blockages to the Estate Services Team
- Sweep all estate paths and parking areas
- Check grassed and shrubbed areas, removing litter and leaves
- Check estate lighting, change bulbs and clean low-level light shades as necessary, and report faults to the Estate Services Team
- Remove large items of rubbish from our estates where possible, or report them to the Estate Services Team
- Remove unauthorised estate agents signs and other advertising boards fixed to shared areas on our estates
- Make sure that all of our caretakers are trained to British Institute of Cleaning Science (BICS) standards
- Train all our caretakers in how to carry out their duties safely and effectively

- Provide our caretakers with the proper tools, equipment and materials to carry out their duties to a high standard
- Arrange independent quality control inspections every month to monitor and record the standards of service our caretakers provide
- Ask our customers for their opinion on our caretaking service, record their comments and compare them with our own findings
- Work with our customers to develop and introduce service agreements for estates. These agreements set out each caretaker's duties and how often they should do them to meet the specific needs of each estate. We will regularly review the effectiveness of these agreements.
- Produce information about the number of quality control inspections we have completed and the standards achieved, along with our customers' comments

If we do not meet our commitments, we will:

- Give our customers the relevant name and contact details if they want to comment on any areas of our caretaking service where they feel we are not meeting commitments
- Reply to any comments by the end of the next working day, and bring our service back up to the expected standard within five working days where possible
- Investigate all complaints and reply in writing within 10 working days
- Consider any request for a refund where we have not been able to provide a caretaking service for more than five working days in a row
- Regularly review our systems and practices to make sure they meet our customers' needs



For more information about the caretaking service and how it affects you, please contact the Estate Services Team at your local area housing office.

If you would like more details about the cleaning arrangements for where you live, contact your local area housing office for a copy of your estate agreement.

Contact us

Central Street Area Housing Office

85 Central Street, London EC1V 8DT
 Tel: 020 7527 6250
 Fax: 020 7527 6207
 Email: csha@homesforislington.org.uk
 Minicom: 020 7527 6202

Holland Walk Area Housing Office

85-88 Holland Walk
 London N19 3XS
 Tel: 020 7527 7480
 Fax: 020 7527 7407
 Email: holland.walk@homesforislington.org.uk
 Minicom: 020 7527 7405

Lyon Street Area Housing Office

1 Lyon Street, London N1 1DQ
 Tel: 020 7527 6880
 Fax: 020 7527 6827
 Email: lyon.street@homesforislington.org.uk
 Minicom: 020 7527 6830

Upper Street Area Housing Office

Northway House
 257 Upper Street, London N1 1RU
 Tel: 020 7527 5300
 Fax: 020 7527 5301
 Email: upperstreet.AHO@homesforislington.org.uk
 Minicom: 020 7527 5301