

# Caretaking

August 2011



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 and quality assurance officers 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
- 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.

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

### **Highbury House Area Housing Office**

Highbury House  
5 Highbury Crescent  
London N5 1RN  
Tel: 020 7527 5300  
Email: [highbury.house@homesforislington.org.uk](mailto:highbury.house@homesforislington.org.uk)

### **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](mailto:holland.walk@homesforislington.org.uk)  
Minicom: 020 7527 7405

### **Old Street Area Housing Office**

41-47 Old Street London EC1V 9HX  
Tel: 020 7527 6250  
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Minicom: 020 7527 6202

Visit our website at

[www.homesforislington.org.uk](http://www.homesforislington.org.uk)

