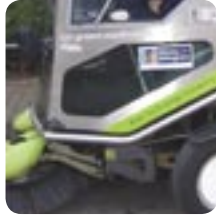




**Homes for
Islington**

improving housing through partnership



Caretaking Quality Assurance Manual



আপনার গৃহের উন্নতিসাধনে একত্রে কাজ করার বিষয়ে একটি নির্দেশিকা।
(Bengali)

Οδηγός συνεργασίας μεταξύ μας για τη βελτίωση
του σπιτιού σας (Greek)

Um guia sobre trabalho conjunto para melhorar
o seu lar. (Portuguese)

Tusaha wada shaqeynta si loo horuumariyo
gurigaada. (Somali)

Una guía para mejorar su casa juntos. (Spanish)

Evinizin onarım ve imarı için birlikte yapacağımız
çalışmaların temel ilkelerini anlatan kılavuz. (Turkish)



Contents

Introduction	2	Chute Hoppers.....	15
Caretaking Inspections	2	Windows	16
The Purpose of the Manual	3	Lights.....	17
Making an Accurate Assessment of Caretaking Standards	3	Floors	18
Estate Services Roles and Responsibilities ...	4-5	Stairs and Stairwells	19
The Caretaking Grading System Explained..	6-7	Entrances, Halls and Lobbies	20
Caretaking Standards of Service.....	8	Lifts	21
Caretaking Task-Frequency Schedule.....	9	Internal Walls	22
Parking Areas	10	Bin Chambers.....	23
Pathways, Courtyards and Hard-standing areas	11	Bulk Refuse	24-25
Play Areas	12	Intake Cupboards	26
Grassed Areas and Shrubs	13	Management Duties – Roof Access, Security Doors, Tank Rooms	27
Graffiti.....	14	Phone numbers and Translations – Estate Services Support Teams	28

Introduction

This manual has been produced to help Homes for Islington (HFI) provide a better quality caretaking service for its customers. The manual aims to make caretaking standards on HFI managed estates become more objective and transparent. To do this the manual describes caretaking standards using a combination of text and photographs. These descriptions form a quality assurance framework, against which caretaking standards can be fairly assessed.

The manual is aimed at tenants, residents and HFI employees, for instance caretakers, Estate Services and Performance and Quality Monitoring teams.

Caretaking Inspections

To ensure that HFI managed properties and estates are kept clean and in good condition inspections are carried out once a fortnight to assess caretaking standards. These are carried out by **Quality Assurance Officers** (QAOs) and take into account all areas within a block or within a specified inspection area. The grading system comprises four grades, A, B, C and D. A grade is awarded that reflects the overall experience of the block. For instance, some areas may be a C grade standard, but the majority of areas are A grade, in which instance a B grade may be awarded.

Inspections are also carried out by the **Independent Quality Monitoring Team**. These are a snapshot look at caretaking standards based on a set of criteria taken from the caretakers' task-frequency list. The Independent Quality Monitoring Team only inspect the areas caretakers clean. The inspections differ in format to the QAO inspections but employ the same standards, which are outlined in this manual.

The photographs used in this manual depict grading standards in a single area. The rationale is that if this photo was considered in isolation, or if the photo was representative of all areas within the block or inspection area, then the grade the photo represents would be awarded.



The Purpose of the Manual

- The manual aims to create a more objective basis for caretaking evaluation, but it is important to remember that there will always be an element of subjectivity within any judgement of caretaking standards.
- The manual is for use as a guide and reference point. Because there are differences across all HFI managed properties in terms of the fabric of the buildings the photographic examples given are not absolute and should only be used as an example of what an A,B,C or D grade may look like.
- The manual provides a photo to represent each grade for each caretaking task. There is also a text description of each grade for each task alongside this. The text is a description of the grade in the context of both the task and the photo, but is not a description of the photo. Because no one photo can fully represent all the ways an area may achieve a certain grade reference should be made to both the photo and the text.

Making an accurate assessment of caretaking standards

When making an assessment of caretaking standards there are a number of factors that should be considered in order for the assessment to be fair and accurate.

The Condition of the Building

It is important to bear in mind the condition of the building when making an assessment of caretaking standards. Factors to consider include:

- ingrained dirt, stains or burn marks
- the general wear and tear of the building and furnishings
- areas that require major repairs work
- irreparable damage

These may be beyond the control of the caretaker and the remit of their work. These factors should therefore be taken into account when making assessments of cleanliness.

Unforeseen Circumstances

There are sometimes unforeseen circumstances that the cleaning frequency plan cannot legislate for, such as:

- extreme weather conditions
- acts of antisocial behaviour, including graffiti
- the adverse effects of Capital Works programmes or other building work



These instances may have an effect on the cleanliness and/or quality of an area and mean that standards fall below a B grade. We will always act to rectify such a situation, but the occurrence may be something that we cannot prevent.

Frequency of Planned Cleaning

The cleanliness of an area will often depend on how frequently cleaning is scheduled for that area. It is our aim that no area should fall below a B standard, but when assessing cleanliness the frequency of scheduled cleaning for the area should always be taken into consideration, as it may be the case that the area is nearing the end of its cleaning cycle.

Service Level Agreements (SLAs)

Some HFI managed estates have Service Level Agreements (SLAs) in place. These alter the frequency and schedule of cleaning according to feedback given by tenants and residents. For more information about SLAs and how they affect where you live contact your Area Housing Office. Contact telephone numbers can be found on the back page.

Tenancy Management Organisations (TMOs) and Co-ops

In most instances TMOs and Co-ops are responsible for providing their own caretaking services and determining the frequency of scheduled tasks. TMOs and Co-ops are inspected by Quality Assurance Officers and the Independent Monitoring Team to the standards described in this manual. It is left to the discretion of the TMO or Co-ops whether the QAO inspection includes a grading component.

Estate Services Roles and Responsibilities

Estate Services manage a number of teams who are responsible for keeping our estates clean and tidy, including resident and non-residential caretakers, a pressure washer crew, a bulk refuse team and a mechanised road sweeping team who all support the caretaking service. Below is a description of their roles and responsibilities.

Caretakers

Caretakers are responsible for ensuring that all communal areas on HFI managed estates are maintained and cleaned to an acceptable standard. For a list of the different tasks caretakers are expected to complete at their intended frequencies please see page 9. Caretakers are also expected to report other problems and estate based issues, such as repairs, graffiti, antisocial behaviour, abandoned cars, fly-tipping and other breaches of tenancy, to the Area Housing Office.



Quality Assurance Officers (QAOs)

QAOs work in Estate Services and carry out caretaking inspections. In addition to this they are also responsible for:

- providing support to the caretaker in carrying out caretaking duties
- ensuring contractor compliance, for example, that waste management is being delivered as contracted
- ensuring that all problems reported by the caretaker and other sources are managed and dealt with effectively and appropriately.

Pressure Washer Crew

The Pressure Washer Crew are responsible for carrying out emergency cleaning work and programmed work to remove graffiti and deep-clean communal areas. To do this they have pressure washing equipment. This team is also known as the Rapid Response Team.

Bulk Refuse Team

The Bulk Refuse Team are responsible for collecting bulk refuse (lumber) from designated points on HFI managed estates. Caretakers should report lumber to the Bulk Refuse Team. We aim to have lumber collected by the end of the working day after it was reported.

Mechanised Road Sweeping Team

The Mechanised Road Sweeping Team are responsible for sweeping estate roads.

Tenants and Residents

Tenants and residents are reminded of their responsibilities to keep shared areas clean and tidy and to not cause or allow any untidiness or dirtiness in their property or the estate.

Tenants and residents are expected to:

- put all litter in the bins provided
- clean up dog mess after fouling
- dispose of lumber safely and securely at the designated lumber points
- dispose of rubbish sacks appropriately

Failure to comply with these responsibilities may be considered a breach of tenancy conditions.



The Caretaking Grading System Explained

HFI use a system of A, B, C and D to grade caretaking standards. This page aims to explain what these grades mean in a general sense. In Quality Assurance Inspections grades are awarded as a reflection of the block as a whole, rather than a specific area within any block or inspected area.

A

All Clear – the standard we aim for. It should look like this after the area has been cleaned

This relates to an exceptionally high standard that is unlikely to be maintained in all places, at all times, but which we aim for after an area has been cleaned or after a physical element has been replaced or refurbished. An area graded A will:

- have no marks, stains, dirt, litter and detritus visibly apparent, other than where it is ingrained in the fabric of the building or external area
- look like it has just had a thorough clean

This grade requires that all aspects of the task in question are complete

B

Satisfactory – no more litter than you would expect as the day wears on

A Grade B area will not be completely free of dirt, litter and detritus. However, the extent to which it is present is unlikely to be noticed by most people walking through or past the area or be regarded as having a significant adverse effect on the quality of the local environment. We aim that no area should fall below this standard in between cleaning cycles. An area graded B will:

- look clean and in good condition
- have few signs of litter, detritus or visible removable marks, stains
- look like cleaning is taking place regularly



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C

Poor – high build-up of litter e.g. litter/tin cans, newspaper etc

A Grade C area typically has dirt, marks, stains, litter or detritus present to such an extent that it is very noticeable to most people passing through the area. The build-up is greater than would be reasonably expected bearing in mind the frequency of which the area is cleaned and normal wear and tear. This is not an acceptable standard and requires cleaning to rectify the situation. An area graded C will:

- have visible marks and signs of litter and detritus
- look like cleaning has not taken place as regularly as planned
- look like it requires attention to bring it up to an acceptable standard

D

Very Poor – this we hope you would not see. Vast litter build-up and fouled communal areas i.e. lifts/lobbies/stairs

A Grade D area typically has marks, stains, litter, detritus and dirt present to such an extent that it is highly visible and has a serious negative impact on the surrounding environment. The build-up may be so bad that it presents a health and safety hazard. This grade also applies to some tasks where a fundamental component of the task has visibly not been completed, e.g. where a security door has been left open or unsecured. An area graded D will:

- display no sign that cleaning is/has taken place
- have excessive rubbish and/or fouling and/or marks and stains; and/or
- present health and safety hazards, such as broken glass, faeces, needles or other sharp objects

Caretaking Standards of Service

To meet our commitments 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 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, HFI will:

- give our customers the relevant name and contact details if they want to comment on any areas of our caretaking service that they feel we are not meeting
- 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, we will 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.

Caretaking Task-Frequency Schedule

Task, Location, Frequency	No.
Sweep all car parks/parking areas (twice weekly)	C1
Sweep all pathways and paved areas (3 times a week)	C2
Sweep and clean roadways (up to 3 times a week)	C2
Inspect play areas and seating areas for hazards such as broken glass, sharps and faulty or damaged equipment and sweep (daily/inspect only on weekends)	C3
Remove litter and leaves from grass areas and shrub beds (3 times a week)	C4
Report and/or remove graffiti from communal areas	C6
Offensive graffiti (daily Mon-Fri) All other graffiti (weekly)	C6
Check security of tank rooms (daily Mon-Fri)	C7
Check caretaker has reported any faults with security of door-entry systems and other secure areas	C8
Check chutes for blockages clear/report as necessary (daily).	C9
Wash external parts of hopper and surrounding wall and flooring (weekly)	C9
Clean all communal windows on doors/landings & staircases, internal & low level external faces only (every 8 weeks)	C10
Wash all ledges including internal window sills (weekly)	C11
Check estate lighting replacing bulbs/tubes where necessary wipe clean shade and fitting before replacing (daily)	C12
Clean/dust light fitting external surfaces including shades/covers (4 weekly)	C13
Sweep and wash stairs, landings (checks to be made on a daily basis to remove any fouling/ sweep and wash weekly)	C14
Sweep and wash entrance halls and porch ways (daily)	C15
Clean handrails and ledges and banister rails (weekly)	C16
Check security of roof access (daily Mon-Fri)	C17
Sweep and wash lift floors and where necessary lower parts of walls (daily)	C18
Clean lift doors (internal). Clean lift car door panels and frames on all floors (external) (every 4 weeks)	C19
Remove scuffmarks and all other marks on doors landings and staircases (internal and low level external surfaces only) (weekly)	C20
Clean/tidy dust chutes & bin chambers (daily)	C21
Sweep and wash bin chambers with disinfectant (twice weekly)	C22
Check security of intakes & sweep, removing all unauthorised items (weekly)	C23
Remove lumber from all internal and external areas to a safe storage point as necessary (daily)	C24

Definitions of terms used in the Manual

Detritus - detritus comprises dust, mud, soil, grit, gravel, stones, rotted leaf and vegetable residues, and fragments of twigs, glass, plastic and other finely divided materials.

Detritus is not a factor when the area considered is a grass, soil or granular surface e.g. a grass play area or lawn. Please note that detritus includes leaf and blossom falls when they have substantially lost their structure and have become mushy or fragmented.

Litter – this includes mainly synthetic materials, often associated with smoking, eating and drinking, that are improperly discarded and left by members of the public; or are spilt during waste management operations. Litter may also include putrid or clinical wastes, or faeces, e.g. dog or other animal faeces.

Lumber – also referred to as 'bulk refuse' and 'bulk items', this relates to non-refuse items that have been disposed of on estates, e.g. fridges, wardrobes, bits of wood. For more information about Lumber see page 24-25.

Graffiti – any informal or illegal marks, drawings, or paintings that have been deliberately made by a person or persons on any physical element comprising the outdoor or external environment. For more information about Graffiti see page 14.

Parking Areas



Description and aims of task

These areas should be swept and litter picked, including where the litter or detritus surrounds parked vehicles or other stationary objects

Caretakers should report to their Quality Assurance Officer any abandoned vehicles or illegally parked vehicles e.g. those without a valid tax disk or valid parking permit

Task frequency

Twice a week

Inspection sheet reference no.

C1

A



- Area is swept and free of litter and detritus; and
- Any abandoned or illegally parked vehicles have been reported to the relevant QAO
- Any bulk items that have been reported with collection arranged
- No hazardous materials

B



- Area is predominantly clear of litter and detritus; and
- Any abandoned or illegally parked vehicles have been reported to the relevant QAO
- Any bulk items have been reported with collection arranged
- No hazardous materials

C



- Area has noticeable build-up of litter and detritus; and
- Any abandoned or illegally parked vehicles have been reported to the relevant QAO
- Any bulk items have been reported with collection arranged
- No hazardous materials

D



- Area has excessive build-up of litter and detritus; and/or
- One or more abandoned or illegally parked vehicles that have not been reported to the relevant QAO; and/or
- Bulk items not made safe and reported; and/or
- Hazardous materials

Pathways, Courtyards and Hard-standing Areas



Description and aims of task

These areas should be swept thoroughly and litter removed
 Estate roads should be swept twice a week by an assigned mechanical sweeper and driver
 All areas should be free of litter, detritus and hazardous items
 Bulk refuse should either be removed OR made safe, reported and with collection arranged

Task frequency

3 times a week

Inspection sheet reference no.

C2



A

- Area is clear of litter, detritus and leaves
- Bulk items not present OR have been made safe with collection arranged
- No hazardous items
- Cleaning taking place as planned



B

- Predominantly free of litter and detritus
- No accumulations
- Would require little work to return area to A standard
- Bulk items not present OR have been made safe with collection arranged



C

- Litter, detritus and leaves are noticeable, including some accumulations
- Not clear that cleaning has taken place as regularly as planned
- No hazardous items



D

- Excessive build-up of detritus and litter; and/or
- Bulk refuse present that has not been removed, or made safe and reported; and/or
- Hazardous materials
- No evidence that cleaning has taken place as regularly as planned

Play Areas



Description and aims of task

Area should be free of litter, detritus and bulk items

All play equipment should be free of defects and health and safety hazards OR, in the event of defects, cordoned off, made safe and reported

The area should be completely free of broken glass, needles or other hazardous items

Task frequency

Daily

Inspection sheet reference no.

C3

A		<ul style="list-style-type: none"> • Area is clear of litter, detritus and bulk items • Play equipment is either in good working order OR has been cordoned off, made safe and reported • No hazardous items • Very few leaves
B		<ul style="list-style-type: none"> • Area is mainly free of litter, detritus, leaves • No hazardous items and play equipment in good working order OR has been cordoned off, made safe and reported • Area requires little work to return it to an A standard
C		<ul style="list-style-type: none"> • Noticeable quantities of litter, detritus • No hazardous items • No hazardous items and play equipment in good working order OR has been cordoned off, made safe and reported
D		<ul style="list-style-type: none"> • Excessive build-up of litter, detritus, leaves; and/or • Hazardous items e.g. broken glass or needles; and/or • Defective play equipment that has not been dealt with appropriately



Grassed Areas and Shrubs

Description and aims of task

These areas should be kept free of litter and refuse

Any bulk refuse left in these areas should be removed, or if necessary made safe and arrangements made for collection

There should be no hazardous items present, e.g. broken glass or needles

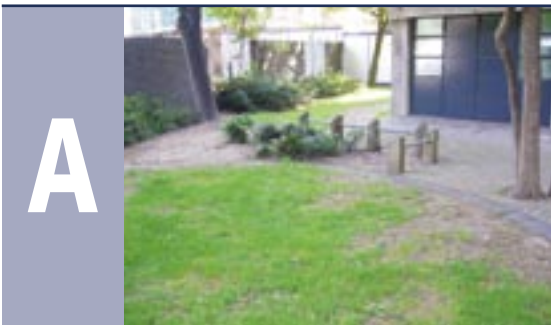
Twice a year, with the aid of mechanisation, caretakers will remove fallen leaves from lawn areas

Task frequency

3 times a week

Inspection sheet reference no.

C4, C5



- Area is completely free of litter, refuse
- Bulk refuse is either not present OR has been made safe and is awaiting collection
- No hazardous items



- Area is predominantly clear
- Litter, refuse are present, but not to any great extent
- Bulk refuse either not present OR has been made safe and is awaiting collection
- No hazardous items



- Build-up of litter and refuse is noticeable, but would not be considered excessive
- Bulk refuse either not present OR has been made safe and is awaiting collection
- No hazardous items



- Build-up or litter and refuse is excessive and highly noticeable; and/or
- Bulk refuse present that has not been made safe, reported and is awaiting collection; and/or
- Hazardous items e.g. broken glass or needles present

Graffiti



Description and aims of task

Racist, sexist or otherwise offensive graffiti should be removed within 24 hours of it being reported or being found by a member of HFI staff
All other graffiti should be removed or covered within the working week

In some instances graffiti can be painted over or washed/scrubbed off by the caretaker. In other instances the Pressure Washer Crew may be needed to remove it using pressure-washing equipment.

Task frequency

Offensive graffiti – daily
All other graffiti - weekly

Inspection sheet reference no.

C6

A		<ul style="list-style-type: none"> • There is no graffiti visible in the area • There may be evidence of graffiti that has been painted over or removed, but the graffiti itself is not visible • No graffiti anywhere else in the inspected area
B		<ul style="list-style-type: none"> • There may be some graffiti present, but it is minimal and is not offensive • Very few instances of inoffensive graffiti in the inspected area
C		<ul style="list-style-type: none"> • There may be many instances of graffiti in the inspected area • However, the graffiti that is present is not offensive
D		<ul style="list-style-type: none"> • There may be an excessive quantity of inoffensive graffiti • Offensive graffiti, of any quantity, is a D grade



Chute Hoppers

Description and aims of task

The external parts of the hopper should be cleaned and disinfected
 The surrounding wall and floor area should be cleaned, swept and washed
 Chutes should be checked for blockages and cleared, or reported where necessary
 Bulk items should not be left in chute rooms. In the event that bulk items are left in chute rooms, caretakers should remove/make safe and arrange for collection

Task frequency

Check, clear/report blockages – daily
 Sweep, clean and wash - weekly

Inspection sheet reference no.

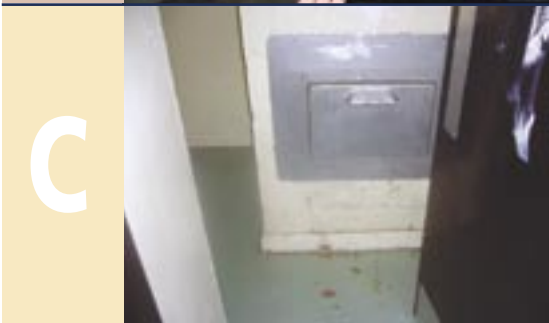
C9, C21



- Area has been washed and disinfected recently and is relatively free of bad odours
- Area is clear of any litter, detritus, refuse
- Bulk items either not present, or have been made safe and with collection arranged.
- No hazardous items



- There are few removable marks and stains
- There are only minimal quantities of litter, detritus or refuse present
- No hazardous items
- Area is predominately clean



- Noticeable quantities of litter, detritus and refuse
- Stains on chute hopper or floor
- No hazardous items
- Not clear that cleaning is taking place as regularly as planned



- Excessive quantities of litter, detritus or refuse; and/or
- Multiple stains on chute hopper or floor and/or
- Bulk item/s stored inappropriately or hazardous items; and/or
- Area appears very unclean, there may be offensive odours

Windows



Description and aims of task

All internal windows and low external windows are cleaned once every 8 weeks. All other windows are cleaned by a contractor once every year

All marks, dirt, cobwebs, stains, smears should be removed from the windows surface and from the window frames

In the A Grade photo below the example used is the bigger window at the front of the shot, which the smaller window can be seen through

Task frequency

Clean windows

– every 8 weeks

Ledges and window sills

– weekly

Inspection sheet reference no.

C10, C11

A		<ul style="list-style-type: none"> • Window is clean and clear –no marks or smears (C10) • Window frame and ledges clear of dirt, dust and detritus, cobwebs (C11) • Clear view through the window • In this photo the example given is the bigger window at the front of shot
B		<ul style="list-style-type: none"> • Window is generally clean and clear, any marks or smears are minor (C10) • No or very few cobwebs • Minimal evidence of dirt, dust or detritus on window frame or ledges (C11)
C		<ul style="list-style-type: none"> • Window has noticeable marks and smears (C10); and/or • Cobwebs; and/or • Build-up of dirt, dust or detritus on window frames or ledges (C11)
D		<ul style="list-style-type: none"> • Window displays excessive marks and smears, to the extent that it reduces visibility (C10); and/or • Excessive amount of cobwebs; and/or • Excessive build-up of dust, dirt or detritus on window frames or ledges (C11)

Lights



Description and aims of task

All lights should have all light bulbs functioning properly, or if light is high and defective to have been reported by the caretaker to HFI Direct
All low lights should be kept free of dirt, dust and cobwebs
All low light shades should be clean and free of dirt, marks, stains and cobwebs

Task frequency

Check and replace light bulbs - daily
Clean light fittings – 4 weekly

Inspection sheet reference no.

C12, C13

A		<ul style="list-style-type: none">• All light bulbs working (C12)• Light and surrounding area free of dirt, marks, stains, dust and cobwebs (C13)• Light shade is clean and translucent (C13)
B		<ul style="list-style-type: none">• All light bulbs working (C12)• Light and surrounding area generally free of dirt, dust, cobwebs, stains (C13)• Light shade is generally clean (C13)
C		<ul style="list-style-type: none">• All light bulbs working (C12)• Noticeable levels of dirt, dust, cobwebs on and around light (C13)• Light shade is not clean (C13)
D		<ul style="list-style-type: none">• One or more light bulbs is defective (C12); and/or• There may be excessive build-up of dirt, dust and cobwebs on and around light (C13); and/or• The light shade may be noticeably very dirty (C13)

Floors



Description and aims of task

The area should be swept and all litter, refuse, detritus, chewing gum should be removed so that area is completely clear

The floor should be washed to remove detritus, marks and stains and leave area looking clean and tidy

Lumber should be removed or if necessary made safe, reported and with collection arranged

No health and safety hazards present e.g. needles, glass, faeces

Task frequency

Weekly

Inspection sheet reference no.

C14

A		<ul style="list-style-type: none"> • Area is swept and free of litter, refuse or detritus • Area looks clean and there are no visible removable marks, stains or detritus • Area looks well maintained and like cleaning is taking place regularly
B		<ul style="list-style-type: none"> • Area may not be completely free of litter, detritus or refuse but is generally clear • Very few removable marks and stains visible • Area requires little attention to return it to an A standard
C		<ul style="list-style-type: none"> • Area has not been swept resulting in noticeable build-ups of litter, detritus or refuse • Many visible removable marks and stains • Not clear that cleaning is taking place as planned
D		<ul style="list-style-type: none"> • Excessive build-ups of litter, detritus or refuse; and/or • Many removable marks and stains that are highly visible • A 'grade D' area may also have lumber in an unsafe position or other health and safety hazards

Stairs and Stairwells



Description and aims of task

All floor areas should be swept and be free of litter, detritus, refuse

Stairs, surrounding walls and banisters should be washed

Rails, banisters and ledges should be brushed and cleaned

Any windows should be clean and smear free

Lumber should be removed or if necessary made safe and with collection arranged

Task frequency

Sweep and wash stairs – weekly

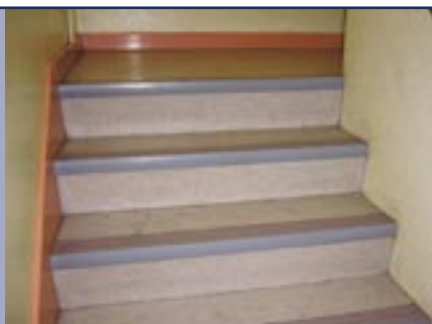
Railings and banisters – weekly

Remove scuff marks - weekly

Inspection sheet reference no.

C14, C16, C20

A



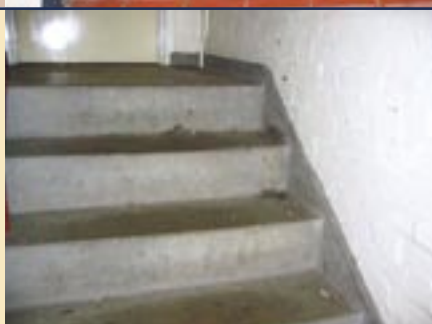
- Stairs clean and free of litter, detritus, refuse
- Floor, walls and skirting boards free of marks and stains
- Banisters, rails clean with no dust
- No lumber, or made safe with collection arranged if necessary

B



- Minimal litter, detritus, refuse build-up on stairs, no lumber
- Floor, walls and skirting generally clean, few marks and stains present
- Minimal dirt or dust on rails and banisters
- No lumber, or made safe with collection arranged if necessary

C



- Noticeable build-up of litter etc and/or marks and stains on floors and walls
- Floor area and walls not clean
- Rails and banisters dusty
- No lumber, or made safe with collection arranged if necessary

D



- Excessive build-up of litter, detritus or stains and/or marks on walls and floor; and/or
- Rails and banisters may be very dusty; and/or
- Lumber present that has not been made safe and reported

Entrances, Halls and Lobbies



Description and aims of task

The area should be swept and all litter, refuse, detritus, chewing gum should be removed so that area is completely clear

The floor should be washed to remove detritus, marks and stains and leave the area looking clean and tidy

Lumber should be removed or if necessary made safe, reported and with collection arranged

No health and safety hazards present e.g. needles, glass, faeces

Task frequency

Daily

Inspection sheet reference no.

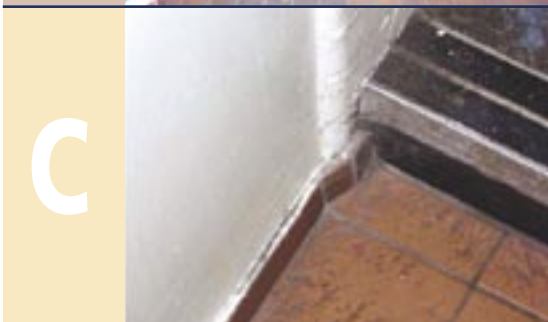
C15



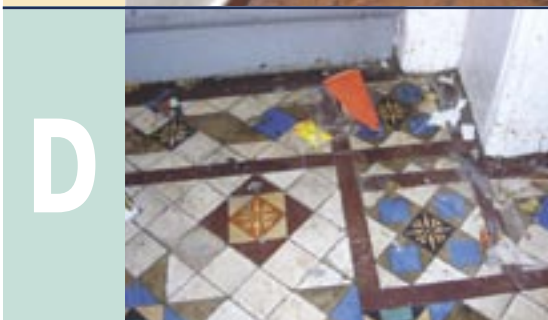
- Area is swept and free of litter, refuse or detritus
- Area looks clean and there are no visible removable marks, stains or detritus
- Bulk items removed or made safe and reported
- Area looks well maintained and clean



- Area is not completely free of litter, detritus or refuse but is generally clear
- Very few removable marks and stains visible
- Bulk items removed or made safe and reported
- Area requires little attention to return it to an A standard



- Area has not been swept resulting in noticeable build-ups of litter, detritus or refuse
- Many visible removable marks and stains
- Bulk items removed or made safe and reported
- Not clear that cleaning is taking place as planned



- Excessive build-ups of litter, detritus or refuse
- Removable marks and stains highly visible
- A 'D grade' area may also have lumber in an unsafe position or other health and safety hazards, e.g. faeces, sharp objects



Description and aims of task

Floors should be swept and washed to remove all litter, detritus, marks and stains, including the corners of lifts

Walls, and external and internal doors, door frames and door panels should be cleaned to remove marks, stains, detritus and graffiti

Caretakers are also expected to test alarm bells and report out of order or defective lifts to HFI Direct or to the relevant Area Housing Office

Task frequency

Floors and lower walls – daily

Doors, door panels and door frames – 4 weekly

Inspection sheet reference no.

C18, C19

A



- Floor is clear of litter, detritus, marks and stains
- There is no build-up of litter or detritus in the corners
- Walls and doors clean and free of removable marks, stains, detritus and graffiti
- Alarm bells working
- Defective lifts reported

B



- There may be litter or detritus present, but in minimal quantities
- The corners are clear and the floor appears clean
- Walls, doors predominantly clear and clean
- Alarm bells working, defective lifts reported

C



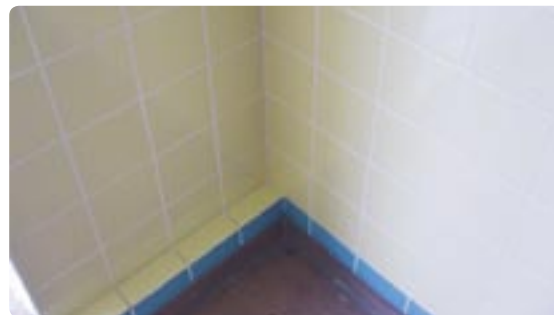
- Build-ups of litter and detritus are noticeable; and/or
- Dirt and detritus in corners or on lower walls; and/or
- Some removable stains and walls highly visible on walls
- Alarm bells working, defective lifts reported

D



- Excessive build-up of litter and detritus on floor; and/or
 - Many removable marks and stains highly visible on walls and doors; and/or
 - Health and safety hazards present in lift; and/or
 - Alarm bells not working or defective lift not reported
- In this photo the build-up of dirt and grime is so great that it has obscured the true colour of the floor*

Internal Walls



Description and aims of task

To remove all marks, stains, detritus, cobwebs and graffiti so that wall appears clean and clear

To ensure that all skirting boards, corners and adjoining edges are clean and free of dirt, detritus, cobwebs etc

To take appropriate action in instances of graffiti, vandalism and repairs work

Task frequency

weekly

Inspection sheet reference no.

C20

A		<ul style="list-style-type: none"> • Low wall is free of marks, stains, dust, detritus cobwebs • Skirting board is free of dirt, detritus, cobwebs, stains and scuff marks • No graffiti • Wall looks clean
B		<ul style="list-style-type: none"> • Low wall is generally clean, few marks, stains etc • Skirting appears clean, only minor accumulations of dirt and detritus • No graffiti • Wall appears clean
C		<ul style="list-style-type: none"> • Scuff marks, stains, dust or cobwebs noticeable on low wall; and/or • Visible build-up of dirt and detritus on skirting board; • Wall does not appear clean
D		<ul style="list-style-type: none"> • Excessive amount of marks, stains, cobwebs etc; and/or • Excessive build-up of dirt and detritus on skirting board • Wall shows no sign of being cleaned to arranged frequency



Bin Chambers

Description and aims of task

To ensure that bin chambers do not become unclean, odorous and attract vermin, checks should be made on a daily basis for blockages and attempts made to unblock where necessary

The bin chamber should be cleaned, rubbish bins removed and the chamber thoroughly swept and washed with disinfectant

Task frequency

Sweep, clean and unblock
– daily

Thorough sweep, wash
– 2x weekly

Inspection sheet reference no.

C21, C22



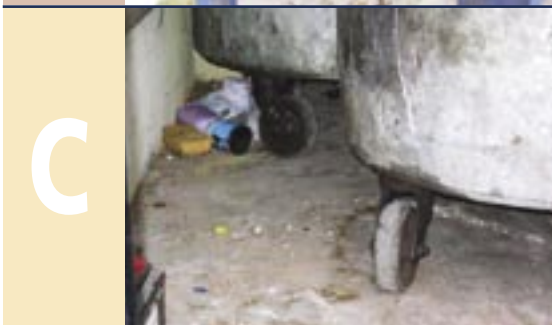
A

- Bin chamber/s clear of blockages
- Floor is completely clear of litter and refuse
- Floor and wall are clean with no removable stains or marks
- Chamber is washed



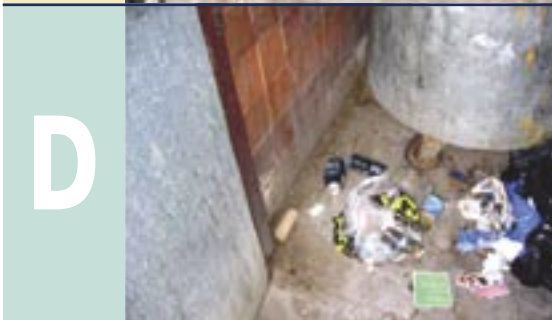
B

- Floor area has only minimal litter, refuse and removable marks and stains
- If bin chamber is full extra rubbish is placed neatly in bin bags
- Chamber is washed



C

- The bin chamber may be blocked without appropriate action taken to unblock
- Litter, refuse, removable stains and marks visible
- Bin chamber may not be cleaned and washed



D

- The bin chamber may be blocked without appropriate action taken to unblock
- Excessive amount of litter and/or refuse and/or removable stains and marks
- Bin chamber not clean or washed and/or offensive odour

Bulk Refuse



Description and aims of task

Also referred to as 'lumber' and 'bulk items', this relates to large domestic, household items that have been disposed of on estates.

If a tenant or resident has bulk items to dispose of they are expected to inform the caretaker, who will instruct them where there are designated lumber collection points. The caretaker should then inform the Bulk Refuse Team. We aim to have lumber collected by the end of the next working day.

It is the responsibility of the tenant or resident to leave their lumber in a designated collection point safely and securely. If left in non-designated areas, or left in a manner that is not secure or safe, lumber can present health and safety hazards. If tenants or residents leave lumber or non-domestic waste in non-designated lumber points this is classed as fly-tipping, and they could be fined. This is also considered to be an act of antisocial behaviour, and could affect the perpetrators lease or tenancy. Any tenants or leaseholders who have building or other work carried out on their property should ensure that their contractors dispose of waste and do not leave any on the block or estate.

Where lumber has been left in non-designated areas, or has not been made safe and secure, it is the responsibility of the caretaker to make safe whatever has been left and arrange for its collection with the Bulk Refuse Team.

Caretakers should always apply Manual Handling Guidelines when dealing with the removal of lumber.

Where shopping trolleys have been left in blocks or on estates caretakers should phone the store the trolley is from to arrange collection. Please refer to the Caretakers Manual for the relevant phone numbers for each store.

Bulk Refuse



A



- The area is either completely free of lumber, OR
- Any lumber that is present is stored appropriately and securely in a designated lumber point and has been reported by the caretaker to the lumber crew

In the photo the lumber is left at a designated point and has been stacked safely and securely

B



- There may small, single items of lumber present in a non-designated area but that are not obstructing a walkway or exit and which have been left securely
- No lumber that is unsecured or blocking a walkway or exit

In this photo a small item has been left at a non-designated point i.e. a communal landing, but which is not obstructing exits or walkways

C



- There may be items of lumber in non-designated areas, but that do not represent a health and safety hazard

In this photo a shopping trolley has been left at a non-designated point. Lumber has been left in the corner, but in a manner that is not unsafe or unsecured

D



- A grade D area may have:
- Lumber left in a way that is unsecured or inappropriate; OR
- Excessive quantities of lumber left at an undesignated area; OR
- Lumber blocking exits or walkways

In this photo the lumber has been left at a designated point, but it is not left safely or securely

Intake Cupboards



Description and aims of task

It is important that these areas are maintained to a high standard to ensure both cleanliness and appropriate health and safety standards

Cupboards should be checked, swept and left clear, including the removal of bulk items/builders rubble

Locks should also be checked, with any defects reported

All unauthorised items should also be reported

There should be free access to electrical cupboards

Task frequency

weekly

Inspection sheet reference no.

C23

A		<ul style="list-style-type: none"> • Area is swept and clear • All locks are working or if defective have been reported • No bulk items/builders rubble • No unauthorised items • Free access to electrical cupboards
B		<ul style="list-style-type: none"> • Area is predominantly swept and clear. Only minimal amounts of dust, litter, detritus • All locks are working or if defective have been reported • No bulk items/builders rubble • No unauthorised items • Free access to electrical cupboards
C		<ul style="list-style-type: none"> • Area is not adequately swept resulting in a build-up of dust, litter or detritus • All locks are working or if defective have been reported • No bulk items/builders rubble • No unauthorised items • Free access to electrical cupboards
D		<ul style="list-style-type: none"> • The area may: have an excessive build-up of litter, dust or detritus; and/or • Defective locks that have not been reported; and/or • Bulk items/builders rubble; and/or • Unauthorised items; and/or • Blocked access to electrical cupboards

Management Duties – Roof Access, Security Doors, Tank Rooms

Description and aims of task

These are tasks that require areas such as roof access, security doors, tank rooms to be secured

If the area has been secured appropriately it is an A grade

If the area has not been secured properly it is a D grade

There are no B or C grades for management duties

An area is only required to be secure if it can be accessed without use of a ladder or other equipment

Task frequency

Roof access – daily (Mon-Fri)

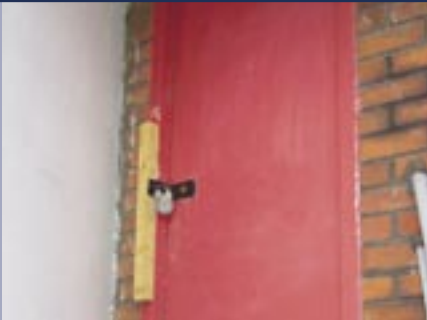
Tank rooms – daily (Mon-Fri)

Security doors – (report faults)

Inspection sheet reference no.

C7, C8, C17

A



- The area has been secured appropriately
- The area is accessible
- The area shown in the photograph is a roof access door

D



- The area has not been secured appropriately
- There is free access to a secure area

Phone numbers and contact information for Estate Services Support Teams



This document is about quality assurance and the caretaking 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 listed below

এই দললিটটিতে হোমস ফর ইসলিংটন (এসশপি ফসা ওলিমযবীসয) থেকে কয়েকটি অ্যাসিস্টেন্স (গুণমানের আশ্বাস) এবং দেখাশোনার যত্ন প্রকারের মান আপনি আশা করতে পারেন সেই সম্পর্কে বলা হয়েছে। যদি আপনি আপনার নিজের ভাষায়, অনুবাদে দরকার থাকে বা আরও তথ্য জানতে চান তাহলে অনুগ্রহ করে আপনার এলাকার হাউসিং অফিস (আবাসন দপ্তর)-এ যোগাযোগ করুন। টেলিফোন নম্বরগুলি নীচে দেওয়া হল:

(Bengali)

Το παρόν έγγραφο αφορά στη διασφάλιση ποιότητας και τα πρότυπα των υπηρεσιών φροντίδας που μπορείτε να αναμένετε από το φορέα διαχείρισης χώρων στέγασης του Δήμου του Ίσλινγκτον, τον Homes for Islington. Αν χρειάζεστε μετάφραση ή περισσότερες πληροφορίες στη γλώσσα σας, επικοινωνήστε με το γραφείο στέγασης της περιοχής σας. Οι αριθμοί τηλεφώνων αναγράφονται παρακάτω

(Greek)

Este documento trata das garantias e padrões de qualidade de cuidados que pode esperar dos Lares de Islington. Se precisar de tradução ou de mais informação no seu idioma, por favor contacte a delegação de alojamento da sua área. Os números de telefone estão indicados abaixo

(Portuguese)

Central Street Area Housing Office

85 Central Street, London, EC1V 8DT

Tel: 020 7527 6524

Fax: 020 7527 6207

Minicom: 020 7527 6202

Email: csa@homesforislington.org.uk

Lyon Street Area Housing Office

1 Lyon Street, London, N1 1DQ

Tel: 020 7527 6834

Fax: 020 7527 6814

Minicom: 020 7527 6830

Email: lyon.street@homesforislington.org.uk

Dokumeentigani waxa uu ka hadlaya hubinta tayada howlaha iyo xadka xanaano bixinta aad ka filan karto Guryaha Islington. Haddii aad doonayso in lagu soo turjibaano ama warbixin dheeraad ah oo luqadaada hooyo ku qoran, fadlan la soo xariir xafiiska guryaha ee degaankaada. Lamabarada telefoonkuna hoos ayay ku yaaliin

(Somali)

Este documento trata sobre el control de calidad y estándares de vigilancia que puede esperar de "Homes for Islington". Si tiene alguna necesidad de traducción o desea más información al respecto en su lengua materna, contacte con el departamento de vivienda. Los números de teléfono se encuentran listados a continuación:

(Spanish)

Bu belge 'Homes for Islington' dan görmeyi beklediğiniz kalite güvencesi ve bakım standartları ile ilgilidir. Bu belgenin bir çevirisine veya kendi lisanınızda daha fazla bilgiye ihtiyacınız var ise, lütfen yerel ev büronuz ile temasa geçiniz. Telefon numaraları aşağıda verilmiştir.

(Turkish)

Holland Walk Area Housing Office

85-88 Holland Walk, London, N19 3XS

Tel: 020 7527 7497

Fax: 020 7527 7407

Minicom: 020 7527 7405

Email: holland.walk@homesforislington.org.uk

Upper Street Area Housing Office

Northway House 257 Upper Street, London N1 1RU

Tel: 020 7527 5323

Fax: 020 7527 5301

Minicom: 020 7527 5440

Email: upperstreetAHO@homesforislington.org.uk