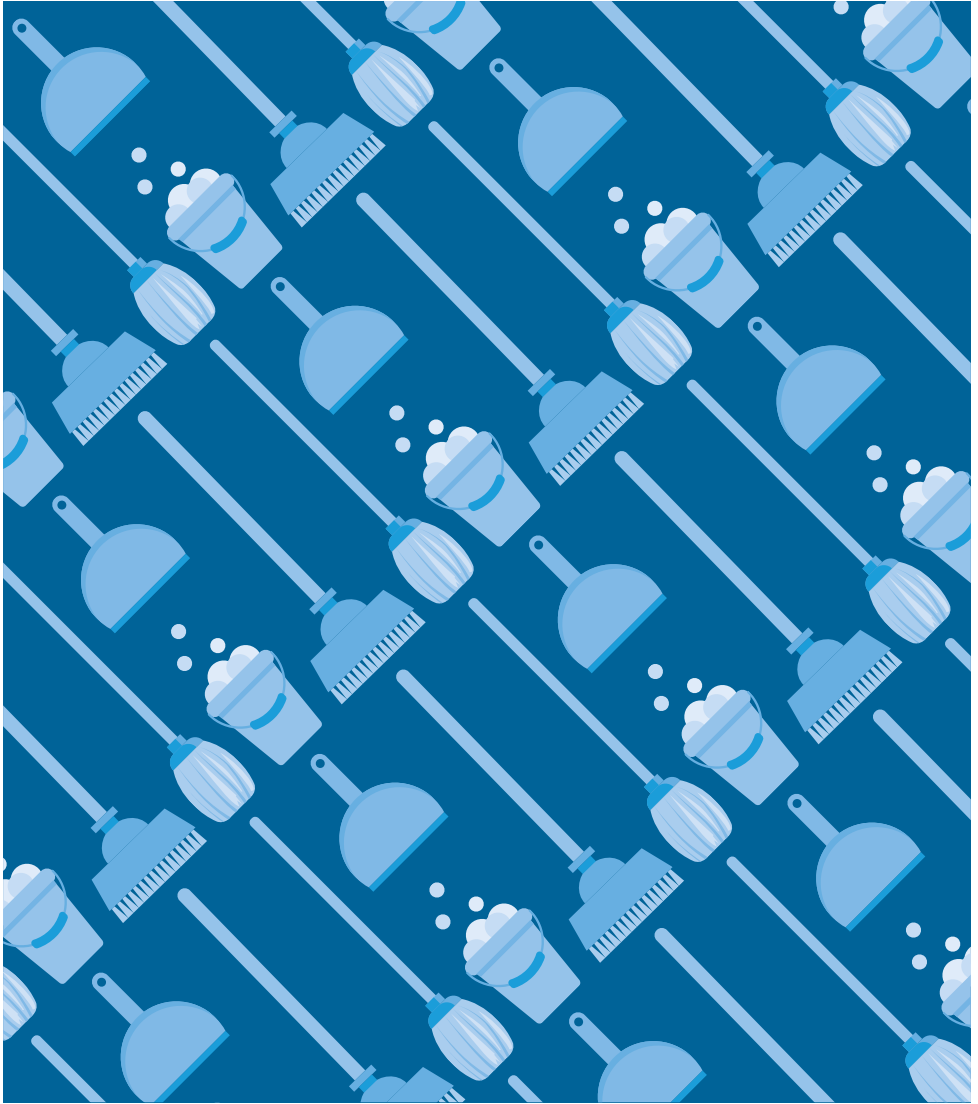


Your Guide To:

COMMUNITY CARETAKING SERVICES



Overview

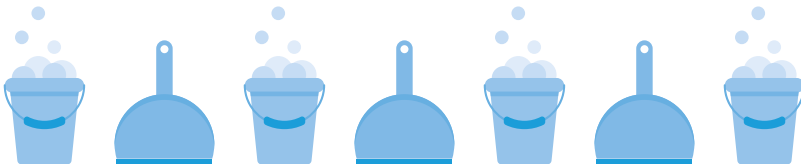
We're working hard to make sure your multi-storey block is a great place to live. We have created these Community Caretaking Standards to tell you what you can expect from us. This is an important step towards improving the services we provide.

We aim to provide a helpful, friendly and professional caretaking service to all residents, and to be accountable for our actions. This document allows you to look at the service we provide and assess whether we are doing what we said. It also allows us to measure the performance of Community Caretakers and helps us improve the quality of the service we provide by getting direct feedback from you.

You might be surprised at just how many tasks your Community Caretaker carries out.

EVERY DAY, WE WILL

- Clean the main foyer;
- Carry out safety inspections on every landing;
- Clean the lifts, floors and walls;
- Open and close the bin room and bulk area and arrange removal of any bulk items;
- Deal with any health and safety issues and report them to the relevant team;
- Report any repairs needed to common areas to our Customer Experience Team;
- Respond to any customer requests to deal with specific tasks or support needs – where this is appropriate and
- Check staircases for rubbish and spillages and clean it up.



EVERY WEEK, WE WILL

- Clean all landings and staircases including banisters and balustrades;
- Clean all glasswork;
- Sweep and litter pick all external hard surface areas adjacent to the block including access roads, car parks and covered parking areas;
- Clean and disinfect bin and bulk rooms;
- Inspect building for any defects/repairs, damage or vandalism and report;
- Remove graffiti, if possible, and within timescales set out;
- Check all automatic entrance doors, report defects as required and install any temporary warning notices if inactive;
- Clean laundry floors and inspect all laundry machines for any defects/issues and report to Facilities Team;
- Check all common area lighting and report any faults;
- Report any abandoned vehicles within access roads, car park areas and covered parking to the Housing Officer for action;
- Report all antisocial behaviour to your housing officer – if unable to resolve this;
- Check noticeboard and update
- Remove dirt and scuff marks from shared walls and
- Clean high level ceilings, remove cobwebs from ceilings and light fittings.



EVERY MONTH, WE WILL

- Brush and carry out safety checks to rooftop drying areas and
- Clean block signs that are within reach.

AT THE RELEVANT TIMES OF THE YEAR WE WILL:

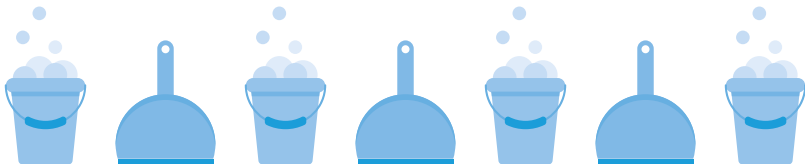
- Carry out winter maintenance works including snow clearance and gritting of immediate areas around blocks.

Other duties

- Explain to residents the use of bin chutes, recycling options, use of lifts and emergency procedures;
- Maintain logs for all contractor's visits, water quality checks, alarm checks and any other regular checks carried out;
- Clear blocked chutes as, and when, they occur;
- Carry out trauma cleans where, and when, required and
- Carry out grounds maintenance activities to common areas including grass cutting, flower and shrub bed maintenance and hard landscaped areas.

In addition to the traditional caretaking duties our enhanced service offer also includes:

- Providing low level housing management tasks;
- Assisting with void management, abandonments, arrears visits;
- Attending accompanied viewings, settling in visits for new tenants, pre-termination visits;
- Regular landing checks;
- Regular health & safety checks;
- Providing low level handyman tasks and
- Attending community events.

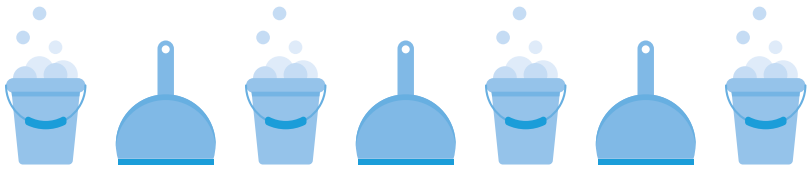


How we will achieve these standards

WE WILL

- Carry out regular scheduled inspections with residents;
- Carry out regular and unannounced spot checks to make sure standards are followed;
- Respond to complaints quickly and within timescales;
- Hold regular team meetings with our staff;
- Keep track of how our caretaking service is doing by looking at the standard of cleaning at all sites;
- Put in place local action plans where standards are not being met;
- Display staff on duty and duties log sheets on noticeboards in blocks;
- Train our staff to carry out their jobs to a high standard and
- Maintain close working partnerships with local council services for recycling, refuse collection and street sweeping.





HOW ARE WE DOING?

We want to hear from you to help improve our services. Call our Customer Experience Team on **0800 013 2196, 24 hours a day, 7 days a week** if you would like to discuss the service you receive.

HOW TO CONTACT US

First:

Call us for free to report any issue or repair, or call into one of our offices. If we can, we will deal with your issue there and then.

Second:

If you need more detailed advice and support we will try to resolve your enquiry that day and will keep you up to date with the progress. If you need advice about a complex issue, we may need to seek the assistance of an officer from one of our specialist teams. We will give them your contact details and have them call you back.

Third:

We can, if you wish, pass your details to one of our specialist team members and ask them to arrange to visit you in your home at a time that suits you.

BY PHONE:



0800 013 2196

(free from a landline or mobile)

For out-of-hours emergency repairs use this number only

ONLINE:



**customerexperience@
riverclydehomes.org.uk**



www.riverclydehomes.org.uk



@rivclydehomes



@river.c.homes

IN WRITING:

River Clyde Homes:

Roxburgh House,
102 - 112 Roxburgh Street,
Greenock PA15 4JT

IN PERSON:

Greenock: Broomhill Way

Mon - Fri: 8.45am - 12.30pm

Greenock: Clyde Square

Mon - Thu: 9am - 1pm, 2pm - 5pm*

Fri: 9am - 1pm, 2pm - 4pm

*closed from 1pm on last Wed of each month.