

Housing Services

Royal Borough of Greenwich  
Caretaking Service Charter  
*for tenants and leaseholders*

## *Introduction*

*This service charter has been created to inform residents of how our Estate Caretaking Service works to care for the place they live in.*

*Our caretakers work hard to clean estates to an excellent standard and they carry out a range of other duties on a daily basis.*

*The Charter covers how services are provided to keep estates clean and tidy and highlights what the caretakers are responsible for, as well as the responsibilities of tenants and leaseholders.*

## **Caretakers are also involved in**

- Reporting anti-social behaviour
- Reporting and ordering communal repairs
- Checking the health and safety of the blocks and estates
- Completing planned works on the blocks such as deep cleans and painting parts of communal areas
- Reporting light and bulb faults
- Liaising with contractors working on the blocks
- Giving support to our vulnerable residents

## Caretaking Standards

To achieve the best possible level of cleanliness for you, our caretakers work to a **'grading system'** (Grades A-D) when caretaking different areas on your estate.

Caretakers will aim to clean areas to Grade A. There may be occasion when we do not meet this standard and achieve a minimum of Grade B.

To reach grades A-B, different areas or estates may need different frequencies of caretaking, dependent on your local area's need.

This is an example of how often caretaking jobs will be completed by caretakers:

Examples of caretaking jobs	Timeframe	Grade
Clean rubbish in communal areas	Daily (Mon-Fri)	Internal communal areas to a Grade A-B
Clean internal bin chamber	Weekly	Bin chamber areas to a Grade A-B
Sweep communal balcony	Monthly	Internal communal areas to a Grade A-B
Deep clean blocks	As required	Internal areas to a Grade A-B

This table is an example; your local area may need less caretaking than this to achieve an A-B grade, or it may need caretaking more often. Caretakers will always look to achieve an A-B standard wherever possible.

There may be times, due to circumstances outside of our control when we are unable to provide a full cleaning service to grades A-B, such as:

- Extreme weather conditions (e.g. snow)
- Acts of anti-social behaviour that require additional cleaning e.g. fly-tipping, dog-fouling
- The impact of any on going building works on estates

**We will always act to rectify these cleanliness issues as soon as possible.**

## Examples of Standards for Caretaking Services

Here is an internal and external example of Grades A-B for different areas.

### Internal - Landings, Floors and Walls

#### GRADE A

This landing is clean with no marks on the floor or walls, there is no dirt, dust, cobwebs or litter.



#### GRADE B

This landing is clean with a few marks on the walls and floor. There is a slight show of dust.



#### GRADE C

This landing has marks on the floor and walls with accumulation of dust on the surface and litter on the floor. There is no sign of regular cleaning.



#### GRADE D

This landing is heavily marked on the floor and walls. The area is littered, dirty and looks neglected.



**External - Paths & Walkways**

**GRADE A**

The path shows no signs of litter, detritus or weeds. The grass is tidy and there is no graffiti or flyposting.



**GRADE B**

The path shows 1-2 items of litter and minor deposits of detritus with some weed growth. There is no visible graffiti or flyposting.



**GRADE C**

The path has a build-up of detritus and items of litters, there is a small amount of graffiti.



**GRADE D**

The path has widespread litter, detritus and weeds. The area is dirty and looks neglected.



## *Working together*

*This charter sets out some of the services we will provide for you as your landlord, and some of your responsibilities as a resident.*

### **We will**

#### **Regularly:**

- Check bin chambers and chute rooms, clear any spilt rubbish, clean lifts and lobby areas, remove dumped rubbish in communal areas, report repairs and litter pick around external areas.
- Clean the bin chamber and chute rooms, sweep and wash internal stairs and landings, test that all the lights are working and sweep external areas including roads, paths, play areas, car parks.
- Clean bannisters, windowsills and chute hoppers, sweep external stairs, landings and garages.

#### **As necessary:**

- Deal with any problems reported relating to: bulk rubbish, blocked chutes, racist or other offensive graffiti and deal with any health hazards such as drug litter. Make safe any damage to communal property, change light bulbs and clear spillages.
- Inspect play areas, empty litter bins and arrange weed spraying on paths and car parking areas.

#### **Support and Check:**

- Provide our caretakers with the proper tools, equipment, training and materials to carry out their duties to a high standard.
- Carry out regular inspections to monitor standards of cleanliness and on request provide monthly performance data.
- Carry out spot checks and estate inspections with residents and Tenancy Services (estate inspection dates available on the website)
- Work with you, our residents, to continually develop and improve our services.

## You should

### Look after where you live:

- Respect your community and your neighbours and help us to look after the building you live in and the surrounding areas.
- Treat the caretaking staff with respect, allowing them to carry out their work without fear of being verbally abused or assaulted.
- Take pride in your local area. If you are interested in getting more involved in your local area, such as joining your local Tenants and Residents' Association, or finding out other ways to get involved, please contact **community-participation@royalgreenwich.gov.uk**.

### Tell us:

- Report any problems relating to abandoned vehicles, dumped bulk rubbish, blocked chutes, racist or other offensive graffiti, health hazard issues such as drug litter, damage to property, broken light bulbs and spillages in communal areas to the Customer Contact Centre on **020 8921 4661** or directly to your estate caretaker.
- Use the special collection service for larger items i.e. furniture, washing machines etc. by ringing **020 8921 4661** or take it to Nathan Way Reuse & Recycling Centre – Thamesmead. This is a free service for Council Tenants and Leaseholders.
- Report anti-social behaviour to your Tenancy Enforcement Officer or the Customer Contact Centre on **020 8921 4661**.
- Let us know how you feel about the Estate Caretaking Service and make suggestions on how we can improve our service to you. Join us on the estate inspections in your local area (not carried out on all estates; estates reviewed by priority, please contact **community-participation@royalgreenwich.gov.uk** for details).

### Keep your local area tidy:

- Keep your garden, the area outside your home, and communal areas, clean, tidy and free of rubbish.
- Use the litter bins provided and do not drop litter (remember cigarette ends and chewing gum are litter too).
- Put your refuse and recycling in secure bags and place in the bins provided.
- Dog owners – keep your dogs on leads and clean up after your dog.
- Don't feed pigeons on the estate - this attracts other vermin to the area.

*“With your support, the caretaking service will keep on working to make the local environment clean, safe and a great place to live.”*



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