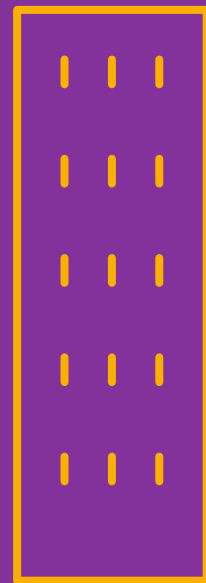




HIGH RISE CARETAKING & CLEANING

Service Standards



Message

Birmingham City Council believes the quality of the area in which you live is very important. We're committed to maintaining the standards of all communal land, areas and buildings in the neighbourhoods we manage.

If you live in a high rise block of flats, you may receive caretaking and cleaning services. These services are there to make sure the communal areas in and around your block are clean, tidy, well maintained and safe. Contact details for your caretaker will be available on the notice board in your block or can be provided by talking to Customer Services telephone number **0121 303 5054** (option 4).

What you can expect from us

This document tells you what you can expect from us specifically relating to the High Rise Caretaking and Cleaning service.

These service standards have been developed in consultation with tenants. We will monitor our performance against these service standards and share the results. We will review the service standards annually.

What we will do for you

- Clean the communal areas inside the block every week.
- Remove litter from lobbies, halls and corridors within one working day.
- Remove litter from the communal areas around the block every week.
- Clean the ground floor entrance and lifts every day.
- Check for any health and safety risks and communal repairs every day and ensure appropriate action is taken.
- Remove, or report graffiti for removal, in and around your block.
- Wear an official uniform at all times whilst on duty.
- Give you details as to how to contact your Estate Caretaker and their supervising Neighbourhood Caretaker or Area Neighbourhood Caretaker.
- Give advice on how you can dispose of large items of unwanted waste appropriately.
- Take action to have abandoned or nuisance vehicles removed from your neighbourhood.
- Work with other organisations for the benefit of your neighbourhood.
- Provide an emergency cleaning service to your block, including outside normal working hours.

What we will do for you

- Supervise and support this service with Neighbourhood Caretakers and Area Neighbourhood Caretakers.
- Carry out full checks to 100% of high rise blocks every month.
- Carry out joint inspections with residents.

- Regularly speak to residents to find out how they feel about the service.
- Take appropriate engagement and enforcement action with regard to littering, rubbish dumping and fly tipping.

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- Keep shared areas free from rubbish or personal possessions.
- Put all rubbish and litter in the bins or chutes provided.
- Use local recycling facilities if they are provided.
- Contact your Estate Caretaker if you need advice on how to dispose of large bulky items or visit www.birmingham.gov.uk to arrange for a chargeable bulky waste collection service.
- Not throw rubbish from windows or balconies. Do not throw rubbish into the street.

