

Neighbourhood CARETAKING AND CLEANING

Improvements to your caretaking, cleaning and maintenance services

This newsletter is to let you know about improvements you will be seeing to the caretaking, cleaning and maintenance services in your neighbourhood from July 2007.

This new service will be called 'neighbourhood caretaking and cleaning'. It will benefit:

- residents who live in high-rise blocks and receive a caretaking or cleaning service
- residents who live in low rise flats or maisonettes and receive a contract cleaning service
- other residents in the neighbourhood who use communal areas and facilities.

Neighbourhood caretaking improves the local neighbourhood and environment for everyone.

Who will carry out the new service?

Neighbourhood caretakers

Most of the new service will be carried out by neighbourhood caretakers. They will provide a highly visible, friendly and flexible service that meets your local needs – and they will be easy to get in touch with.



Councillor John Lines, Cabinet member for housing, has approved the new neighbourhood caretaking and cleaning service.



Our existing caretakers will get extra training to become neighbourhood caretakers and deliver the services you need in your neighbourhood.

Their role includes:

- carrying out some repairs in communal areas
- maintenance and tidying of outside areas
- rubbish removal and litter picking
- emergency cleaning
- cleaning graffiti
- some communal gardening and grounds maintenance
- carrying out daily block and estate inspections (including health and safety)
- working with, and supporting, local residents
- dealing with vandalism and antisocial behaviour
- managing neighbourhood cleaners.

Neighbourhood cleaners

The neighbourhood cleaners will work with the neighbourhood caretakers. They will be employed by the housing department to deliver a communal cleaning service for residents in high and low-rise accommodation. For residents in low-rise flats or maisonettes, our neighbourhood cleaners will replace the contract cleaners we currently use.



The neighbourhood cleaners will get training and their role will be to:

- clean the communal areas inside high and low-rise flats such as floors, walls, lifts and stairs
- remove graffiti in and around your blocks
- carry out litter picking in and around your blocks
- sweep and help keep the outside pathways and communal areas around your blocks tidy
- carry out emergency cleaning.

Why are we introducing a neighbourhood caretaking and cleaning service?

We think this new service will bring about the changes and improvements that you have been telling us you want to see in your neighbourhood.

As part of the estate services review in 2003/4 of caretaking and cleaning services we consulted with 1,500 residents who live in high and low-rise accommodation and receive a caretaking and cleaning service.

We also met many of you at local housing liaison board meetings and resident workshop meetings and listened to what you were saying to us.

You told us your main concerns were:

- communal repairs
- graffiti
- outside and environmental maintenance to your area
- litter and rubbish
- vandalism and antisocial behaviour.

These are all the things that neighbourhood caretakers help to tackle.

- Many of you (48%) in low-rise flats told us that you were unhappy with the cleaning service provided by the cleaning contractors and that you would prefer cleaners who were employed by the housing department. That is why we will provide an improved cleaning service, which is directly delivered by the department.
- We carried out a trial of neighbourhood caretaking on some of our estates. We did this on two estates in Hodge Hill and two estates in Northfield. The improvements that neighbourhood caretaking has helped bring about to these neighbourhoods is very encouraging and pleasing.

The survey of the Cockhill neighbourhood caretaking service found:

- 85% of residents could see improvements to the neighbourhood
- 66% of residents contacted the neighbourhood caretakers to deal with specific issues.

The Audit Commission carried out an inspection of the Housing Department last year. As part of this they visited the Cockhill estate in Northfield in May 2005 and commented on the high standard of the neighbourhood caretaking service and of the high customer satisfaction levels in the area.

Neighbourhood caretaking is part of improving estate services in our neighbourhoods and building on our one star rating awarded by the audit commission earlier last year.

Approval was given to the proposals for the neighbourhood caretaking service by members of city housing liaison board on 20 October 2005. In March 2007 we explored and discussed the plans for your area with your local housing liaison board representatives and locally elected councillors.

I hope you have found this newsletter helpful and that it has given you useful information about your caretaking and cleaning services.



Neighbourhood

CARETAKING FEEDBACK FORM

Your views about neighbourhood caretaking in your neighbourhood are important to us.

If you have any comments or questions regarding the information contained in this newsletter, please complete this feedback form and return it to the freepost address below.

Name:
Address:
Postcode:
Telephone number:
Comments:

Please return completed forms to:

Estate services team
Birmingham City Council
Housing department
FREEPOST MID 18453 – MH

Louisa Ryland House 44 Newhall Street Birmingham B3 3BR **This is important.** If you do not understand this document then please ask a friend or relative, who speaks English, to contact your local neighbourhood office or housing team on your behalf. We will then arrange for an interpreter to meet with you.

هذه الرسالة مهمة، فإن لم تفهمها نرجو أن تطلب من أحد أصدقانك أو أقربانك ممن يتكلمون الإنجليزية أن يتصل بمكتب الحي "نيبرهود أوفوس" المحلى أو فريق الإسكان نيابة عنك. بعد ذلك سنرتب للقاء بك مع وجود مترجم فوري.

ARABIC

এটা খুবই গুরুত্বপূর্ণ। আপনি এই দলিলটি বুঝতে না পারলে দয়া করে ইংরেজীতে কথা বলতে পারেন এরূপ আপনার একজন বন্ধু–বান্ধব বা আখ্মীয়কে আপনার পক্ষ হয়ে আপনার স্থানীয় নেইবারহুড অফিস বা হাউজিং টিম এর সঙ্গে যোগাযোগ করতে বলুন। এরপর আমরা আপনার সঙ্গে সাক্ষাৎ করার ব্যবস্থা করব এবং এতে সহায়তার জন্য একজন ইন্টারপ্রিটার রাখা হবে।

BENGALI

此事極爲重要,如果你看不懂這份文件,請找一位會講英語的親戚或朋友代你接觸當地的鄰舍辦事處或房屋服務隊。然後我們會安排傳譯員一起見你。

CHINESE

این اطلاعات بسیارمهم است. اگرمحتوی این مدرک را نمی فهمید، لطفا ازیک دوست یا خویشاو ند تان که به زبان انگلیسی صحبت کرده میتواند خواهش کنید که ازطرف شما بانیبرهود آفس یا هوزنگ تیم محل شما تماس بگیرد. بعداًما برای شما مترجم فراهم می کنیم که باشما ملاقات کند.

FARSI

આ બાબત અગત્યની છે. જો તમને આ દસ્તાવેજમાં લખેલી બાબત ન સમજાય તો કૃપા કરી કોઇ અંગ્રેજી બોલતા મિત્ર અથવા સગાસંબંધીને તમારી સ્થાનિક નેંબરહૂડ ઑફિસ અથવા હાઉસિંગ ટીમનો તમારા વૃતિ સંપર્ક સાધવા વિનંતી કરો. પછી દુભાષિયા સાથે તમને મળવાની અમે વ્યવસ્થા કરશું. GUJARATI

ਇਹ ਗੱਲ ਬੜੀ ਜ਼ਰੂਰੀ ਹੈ। ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਪਰਚੇ ਦੀ ਸਮਝ ਨਹੀਂ ਲੱਗਦੀ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਅਪਣੇ ਕਿਸੇ ਅੰਗਰੇਜ਼ੀ ਬੱੱਲਣ ਵਾਲੇ ਦੋਸਤ ਜਾਂ ਰਿਸ਼ਤੇਦਾਰ ਨੂੰ ਕਹੋ ਕਿ ਉਹ ਤੁਹਾਡੇ ਵਾਸਤੇ ਸਥਾਨਕ ਨੇਬਰਹੁੱਡ ਔਫ਼ਿਸ ਜਾਂ ਹਾਊਸਿੰਗ ਟੀਮ ਨਾਲ ਸੰਪਰਕ ਕਰੇ। ਉਸ ਤੋਂ ਬਾਅਦ ਅਸੀਂ ਕਿਸੇ ਦੋਭਾਸ਼ੀਏ ਰਾਹੀਂ ਤੁਹਾਡੇ ਨਾਲ ਗੱਲ ਕਰਨ ਦਾ ਪ੍ਰਬੰਧ ਕਰਾਂਗੇ। PUNJABI

داډير مهم معلومات دي. که تاسي په دي سند نه پوهيږي نومهرباني و کړي دخپل يوملگري يا خپلوان نه چه په انگريزي ژبه خبري کولاي شي غوښتنه و کړي چه ستاسي له خواستاسي دسيمي نيبرهود آفس يا هوزنگ ټيم سره په تماس کي شي. بيا به مونږ ترجمان برابر کړو چه ستاسي سره کتنه و کړي.

PUSHTO

Tani waa muhiim. Hadii aadan fahmaynin warqadan fadlan waydiiso ruux saaxiibkaa ama qaraabadaada ah oo af ingiriiska ku hadla inuu kuu waco xafiiska Dariska (Neighbourhood Office) ama kooxda guryaha asagoo adiga kumatalaya. Markaa Kadib Ayaan kuu balaminaynaa Turjubaan.

SOMALI

ید ستاویز اہم ہے۔اگرآپ اِس دستاویز کو بھنے سے قاصر ہیں تو براہ کرم انگریزی زبان سے داقف اپنے کسی دو ۔ یار شتہ دار سے کہئے کہ دہ آپ کی جانب سے آپ کے مقامی نیبر ہوڈ آفس میاہا وُسنگ ٹیم سے رابطہ کریں۔ ہم پھرآپ سے ملاقات کرنے کیلئے ایک ترجمانِ زبان کا انتظام کر دیں گے۔

URDU

Đây là việc quan trọng. Nếu quý vị không hiểu tài liệu này làm ơn nhờ bạn hay người thân biết nói tiếng Anh thay mặt cho quý vị liên lạc với đội nhà cửa hoặc văn phòng nhà cửa ở địa phương của quý vị. Chúng tôi sẽ thu xếp một thông dịch viên đến gặp quý vị.

VIETNAMESE

If you would like this newsletter in Braille, large print or on audiotape, please call 0121 464 3391