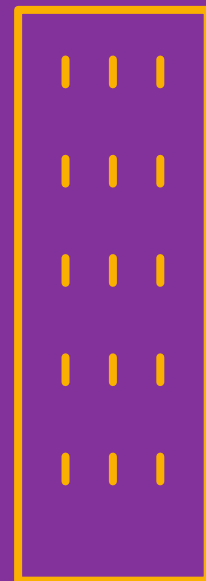
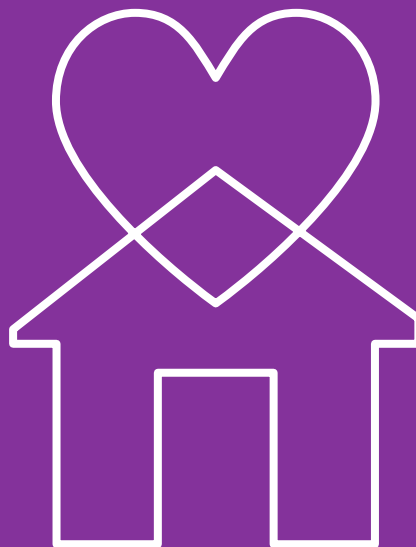
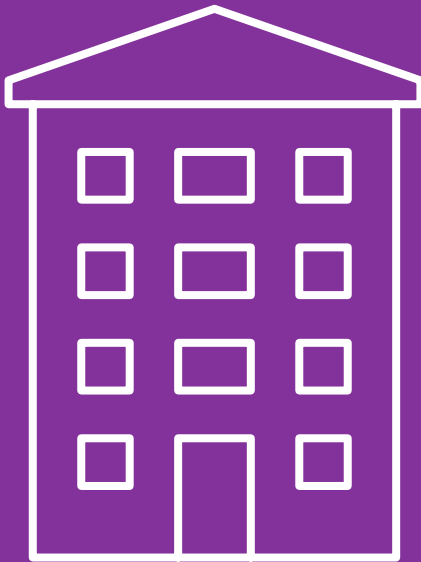




HIGH RISE CARETAKING & CLEANING

Service Standards



OUR COMMITMENT TO YOU...

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 an 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).

ABOUT THESE SERVICE STANDARDS

This document tells you what you can expect from us specifically relating to the High Rise Care-taking 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.

HIGH RISE CARETAKING AND CLEANING SERVICE STANDARDS, WE WILL:

- 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.

TO MONITOR OUR SERVICE, WE WILL:

- 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.

WE ASK YOU TO....

- 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.
- Not smoke in communal areas.
- Remove any mess your dog makes and do not allow your pets to foul the communal areas.
- Report vandalism or graffiti to your caretaker or local housing team.
- Park carefully so that emergency and council vehicles, including refuse trucks, can reach your building.
- Report repairs to the BCC contact centre.
- Contact us if you are not happy with the service provided.

CAN YOU WORK WITH US TO MAKE THE SERVICE BETTER?

- We are always looking for residents to get involved and help us improve the service and local environment. If you would like to find out more about how you can get involved particularly in estate walkabouts, block inspections, how you could join your local Involvement Board or become a block inspector, please contact us.

HOW TO CONTACT US

Call us on our Customer Services telephone number **0121 303 5054** (option 4) to find out more about:

- Joining us on estate walkabouts and block inspections.
- What a block inspector is and whether you would like to become one.
- Local resident groups in your neighbourhood.
- Your local involvement boards.
- Other ways of getting involved in local activities or initiatives that can make a positive difference to your neighbourhood.
- Or contact us via email at the following:
 - **BCCHOUSING@Birmingham.gov.uk**
 - You can also visit our web pages at **www.birmingham.gov.uk**.

