

Cleaning and Caretaking Service Standard

Our promise to you

We are committed to keeping your estates safe, clean and well maintained.

1. Our Caretaking team will always:

- wear a council uniform
- be polite, professional and respectful
- give their name and role if asked.

2. Regular cleaning

We will:

- ensure that all estates continually meet an acceptable standard as set out in the Estates Services Standard.

An acceptable standard means that:

- all surfaces, doors and windows should be clear of debris and clean to the touch
- bin areas and chutes should be clean, with all bags placed inside the correct waste bins provided
- external areas should have no or negligible amounts of litter and leaf-fall.

Work may include but is not limited to:

- cleaning communal doors, hallways, stairs, landings, window ledges, light fittings and lifts

- cleaning refuse areas and ensuring that household rubbish is disposed of correctly
- sweeping external areas such as paths, car parks and service roads
- carrying out additional seasonal work such as leaf-fall clearance.

Regular estate cleaning duties should always mean we achieve our acceptable standard.

3. When needed

As an additional part of the range of works we undertake to ensure estates meet an acceptable standard, as set out in the council's Estate Services Standard, we will undertake additional duties such as:

- remove offensive graffiti within **24 hours**
- remove bulk waste and fly-tipping within **3 working days** (where safe to do so)
- report communal repairs such as faulty lights and doors
- remove obstructions or items left in communal areas, for fire safety
- provide advice to residents on bin collections, parking and estate rules.

If a report is received that an estate has become unsatisfactory in any way, we will:

- attend within **1 working day** to remedy the issue
- provide **photographic proof** that the problem is resolved



- if the issue is found to be caused by deliberate misuse, report details immediately to the Neighbourhood Housing Officer
- if the issue is found to have caused damage to any part of the estate, report details immediately to the Maintenance Service.

4. How standards are monitored

We will:

- attend estate inspections and estate walkabouts with residents
- support and upskill residents who want to work with us and become 'independent estate inspectors'
- publish the outcomes of our inspections, and inspections undertaken by 'independent estate inspectors', so residents can see how we perform against the Estate Services Standard
- review performance with senior managers and resident representatives
- use your feedback to improve services (You Said, We Did)
- report our performance, including outcomes from the annual Tenant Satisfaction Survey linked to the estate environment, to residents, lead council Members with responsibility for housing, and the Regulator of Social Housing.

5. What we ask of you

- Keep communal areas clear of your personal belongings (such as bikes, prams, toys and rugs).
- Put bin bags and other waste only in the refuse areas.
- Where your estate has recycling bins, ensure you use the correct bin for each type of waste.
- Where your block has refuse chutes, do not put in waste bags that are too large for the chute to prevent blockages.
- Use the council's bulky waste collection service – www.hillingdon.gov.uk/bulkywaste – for large items such as furniture and white goods, or take them to Harefield Civic Amenity Site, West Drayton Waste Weekends or Pop-Up Waste Drop events. Visit www.hillingdon.gov.uk/rubbishandrecycling for more information.

- Give us feedback through surveys and consultations.
- Take responsibility for your pets (seek permission, keep them under control, and clean up fouling).

6. Get involved

- If you would like to accompany your neighbourhood housing officer, or become involved in undertaking block inspections as part of an independent resident monitoring role, please call the Resident Empowerment team on [01895 277038](tel:01895277038), Monday to Friday, 9am to 5pm (except bank holidays) or email customerengagement@hillington.gov.uk.
- Give us feedback through surveys and consultations.

7. Accessibility

If you would like this document in another language or format, please tell us by using the contact details above.

8. Contact us

If you need to raise any issues regarding the Caretaking Service, such as concerns about the standard of service you are receiving, please contact us at [@ caretaking@hillington.gov.uk](mailto:caretaking@hillington.gov.uk) or telephone [01895 556600](tel:01895556600) so we can investigate and resolve the issue promptly.

9. If you are not satisfied

We realise that sometimes things can go wrong. If they do, we want to hear from you so we can put them right and learn from what has happened.

You can make a complaint through our online complaints process at www.hillingdon.gov.uk/complaints.

You can also submit a complaint by:

- sending a letter to hillington.council@hillington.gov.uk Hillingdon Council, Civic Centre, Uxbridge, UB8 1UW
- calling us on [01895 277800](tel:01895277800)
- visiting www.hillingdon.gov.uk Hillingdon Council, Civic Centre, Uxbridge, UB8 1UW or speaking to one of our staff members.

If you're still not satisfied, you can contact the Housing Ombudsman by visiting www.housing-ombudsman.org.uk.