

Let's talk about...

Neighbourhood Services

Caretaking, Cleaning and Grounds Maintenance service standards



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Caretaking

We will carry out the following tasks on a daily basis:

- Check Bin Room Lights
- Check Foyer area including lifts, lights and chute rooms
- Check door entry systems
- Check CCTV operational
- Ensure Bin Room clear of debris and bin placed under chute
- Check all floors, lights, and stairs
- Clear any blocked chutes

We will carry out the following tasks on a weekly basis:

- Litter pick and check garage areas
- Ensure refuse collection is carried out correctly

- Ensure storage area checked and bulk collection arranged

We will carry out the following tasks when required:

- Sweep and mop Foyer
- Clean lift and replace any faulty light bulbs
- Remove any large items to storage facility
- Report any repairs to contractor
- Litter picking around and including perimeter of block
- Check garages and remove items or arrange collection
- Clean up any spillage from communal areas



- Ensure external front entrance clean
- Clean any markings from communal walls, doors or windows and arrange for graffiti to be removed
- In addition we will work in partnership with our residents that will improve the cleanliness and tidiness of the communal and external areas of their accommodation

Cleaning

We will carry out the following tasks on a daily basis:

- Sweep and wet mop front entrance steps
- Wash and dry polish all internal surfaces to ground floor
- Damp wipe painted wooden panels to ground floor doors

- Spot clean and dust all other surfaces to ground floor
- Sweep and wet mop ground floor stairs and landings
- Spray all ground floor glass doors and panels
- Damp wipe ground floor balustrades, skirtings and doors
- Damp wipe lift walls and ceiling
- Wash and spray polish lift doors, surfaces and runners
- Damp wipe all skirtings and remove any markings
- Vacuum upholstered chairs and carpets
- Damp wipe all chute room doors and landing/stair doors
- Spray with approved glass cleaner all glass doors and services to landings/stairs
- Sweep and mop all stairs and landings
- Damp wipe all surfaces and skirtings

Grounds Maintenance

We will carry out the following tasks on a weekly basis:

- Sweep, machine clean and buff uncarpeted floors
- Sheltered schemes will receive 16 cuts, with open spaces and communal areas owned by the Trust



receiving 12 cuts between March and October

- We will carry out a minimum of 12 gardening days on our sheltered schemes between March and October
- We will provide a limited free garden maintenance service to our tenants who are registered disabled, elderly and do not have any family or friends who can help carry out the work

Tenants Responsibility / Information

- Report defects on the security entrance doors
- Only allow access to the building to people who you know personally when your door buzzer rings
- Ensure the area outside your front door is kept clean and tidy at all times
- Ensure that you dispose of your rubbish and refuse

down the refuse chutes without blocking them

- Do not leave litter or rubbish in communal blocks or your estate
- If you have to dispose of bulky items please be aware that every resident is entitled to one free special collection every twelve months which you must contact Chester City Council to arrange (01244 402477 or by email to customer.contact@chester.gov.uk) there will be a charge for any further collections.
- Please inform the Trust on **Freephone 0808 100 7701** if you suspect people are fly tipping
- We will remove fly-tipping or rubbish on Trust land within five working days following a report
- We will ask Chester City Council's "Graffiti Busters" to remove any racist/offensive graffiti



within one working day of being notified

- We will ask Chester City Council to remove abandoned vehicles within one working day of being notified.



Chester City Council will also be able to provide further information and advice on any of the following issues:-

- Abandoned Vehicles
- Garden waste collection
- Graffiti removal
- Recycling
- Bin and refuse collection
- Public conveniences
- Septic Tank emptying
- Street and amenity cleaning

If you want to know more,
please contact us:

Online: 

Web: www.cdht.org
Email: info@cdht.org

By phone: 

Freephone: 0808 100 7701
Monday to Thursday
8.00am - 6.00pm
Friday 8.00am - 5.00pm
Fax: 01244 305690
Minicom: 01244 305500
Text: 07800 000 177



By visiting us at:

Registered Office

Centurion House
77 Northgate Street
Chester, CH1 2HQ

Monday to Friday
9.00am - 4.45pm

**Neighbourhood Office,
Lache**

89a Cliveden Road
Lache, CH4 8DT

Mon, Tues, Thurs & Fri
9.00am - 12.00pm

**Neighbourhood Office,
Blacon**

17-18 The Parade,
Blacon, CH1 5HW

Monday to Friday
1.30pm - 4.30pm

Resident Involvement

We know it makes sense to involve our residents to help improve housing services. Here at the Trust we take every opportunity to give residents **a say!** Interested?

Find out how your views can make a change to the way we do things by contacting the Resident Involvement Team on Freephone 0808 100 7701.

Also Available in:

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