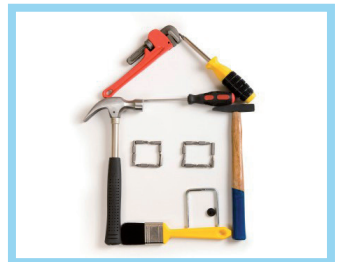




CITY OF
Lincoln
COUNCIL

Caretaking service

A landlord services information leaflet



www.lincoln.gov.uk

01522 873333

Caretaking service

The Council employs a team of 14 caretakers to help keep the entrance and external areas of blocks of flats in a clean, tidy and safe condition. These areas are called 'communal' or 'common parts', because all the block's residents have a right to use them. The caretaking service can be clearly identified by two elements, namely the **Mobile caretaking service** and the **Tower block caretakers**.

Mobile caretaking service

A caretaking team of 6 day-caretakers will aim to visit your block once every 6 weeks. They will leave internal entrances, stairways, and passageways clean. The external cleaning will involve sweeping the drying areas, pathways and dustbin compounds. The team will also report any repairs that may be needed to any internal or external area.

Tower block caretakers

A caretaking team of 6 day-caretakers and 2 night-caretakers will aim to retain a daily presence within each block, ensuring that daily inspections are carried out to maintain the cleanliness, safety and security of our three tower blocks. They will clean all internal and external communal areas including lifts, stairwells, corridors, parking areas, shed areas, etc. The team will also report any repairs that may be needed to any internal or external area.

Our aim

The entrance and external areas to your block of flats give a first and lasting impression to your visitors. This needs to be the right impression, so these areas must be kept clean and tidy. Our aim is that these areas are in the best possible condition at all times.

If the areas are communal do I have any responsibility for their condition?

Even though the common parts are used by other residents living in the block and are open to visitors, you have a responsibility to keep them clean and tidy, as stated in your tenancy agreement. This is especially so when there are only one or two flats taking access from a common entrance, for example in the Boultham and Hartsholme areas. We will make only a safety inspection in such places.

Can I do anything to help?

You can help to keep your block looking its best by:

- Keeping the area outside your flat clean and free from any litter
- Not storing unwanted items and refuse outside your front door.
- Not laying any carpeting or floor mats in the communal areas.

The caretaking standard

The caretaking team will ensure that after each visit to your block of flats, the common parts have been left in the following condition, which we regard as the minimum standard.

Lights

- All light fittings will be working, unless there is a fault, which the caretaker will report.
- All light switches will work, and will be clean. If there is a fault the caretaker will report it.

Floors

All floors will be clean and clear of litter and dirt, and will be left in a sanitary condition.

Stairs

All steps will be clean and clear of litter and dirt, and will be left in a sanitary condition. Handrails will be clean.

Walls

All walls will be cobweb free and, any light graffiti will be removed. In some cases it may be necessary to order special cleaning, or some decoration of an affected area.

Ceilings

All ceilings will be cobweb free, and any light graffiti will be removed. In some cases the caretaker may have to order special cleaning or some decoration of an affected area.

Lifts

All lifts will be clean and clear of litter and dirt, and will be left in a sanitary condition and any light graffiti will be removed. Floors will be mopped and disinfected.

Internal and external doors

Door surfaces will be clean and free of grease, grime and marks. Any glass will be clean, safe and secure.

Window frames

The internal surfaces of window frames and sills will be clean and clear of litter and dirt.

Internal and external dustbin areas

All floors will be clean and clear of litter and dirt, and will be mopped and disinfected.

Drying areas

Surfaces will be clear of any litter and be swept or blown clear. With regular spraying, they will be kept as free from weeds and moss as possible.

Footpaths

Surfaces will be clear of any litter and be swept or blown clear. With regular spraying, they will be kept as free from weeds and moss as possible.

Health and safety

A health and safety inspection will be carried out. The caretaking team will report any defects to any common parts that may make the area unsafe.

How can I have my say?

Once a year, the caretaking team will leave a satisfaction questionnaire survey, in addition to the calling card informing you of each visit. You will be able to assess if the work meets the stated standards. You can let us know your views on the standard of cleaning by returning this survey to us with your comments.

The caretaker will also complete a report showing what has been done at each visit, and this report may be made available to you on request.

Can any extra cleaning be done between planned visits?

Extra cleaning will only be done if any area becomes unsanitary or there is a spillage that you cannot easily clean, and the area may become a hazard to other users. In such cases please contact **Customer Services (tel: 01522 873333)** who will arrange for a caretaker to visit.

Obtaining copies in alternative formats

This publication can also be made available in large print, or electronically.

Please call 01522 873333 for more information.

Obtaining copies in alternative languages

If you have difficulty in understanding anything in this document, please go to City Hall, Beaumont Fee, Lincoln, or any other council office, where we can call an interpreter for you.

French

Si vous avez besoin d'éclaircissements au sujet de ce document, veuillez vous rendre au City Hall, Beaumont Fee, Lincoln ou tout autre Council office, où nous pourrions faire appel à un interprète par le biais du National Interpreting Service.

Polish

Jeżeli masz trudności ze zrozumieniem tego dokumentu, zgłoś się do urzędu miasta w City Hall, Beaumont Fee w Lincoln lub do innego urzędu należącego do rady miejskiej, w którym wezwiemy tłumacza z National Interpreting Service.

Portuguese

Se tiver dificuldade em compreender qualquer coisa neste documento, por favor dirija-se à City Hall, Beaumont Fee, Lincoln ou qualquer outra repartição do município, onde poderemos chamar um intérprete para si através do Serviço Nacional de Interpretação.

Turkish

Bu belgeyi anlamakta zorlanırsanız, Beaumont Fee, Lincoln Belediyesi'ne ya da herhangi başka bir belediye meclisi ofisine gidin. National Interpreting Service aracılığıyla size bir çevirmen sağlanacaktır.

Bengali

এ ডকুমেন্টের কোন কিছু বুঝতে যদি আপনার অসুবিধা হয়, তাহলে দয়াকরে দয়াকরে সিটি হল (City Hall), বিউমন্ট ফি (Beaumont Fee), লিনকলন (Lincoln) অথবা অন্য যে কোন কাউন্সিল অফিসে যান, যেখানে ন্যাশনাল ইন্টারপ্রিটিং সার্ভিস -এর মাধ্যমে আমরা আপনার জন্য একজন ইন্টারপ্রিটার বা পো-ভাষীকে ডাকতে পারবো।

Farsi

اگر شما در باره اسناد مشکل داشته باشید، لطفاً باهال مرکزی، بی‌مونت فی، لینکلن ویا به دفتر دیگر انجمن بروید و ما میتوانیم از طریق سرویس قومی با مترجم زنگ بزیم.

Sorani

ئەگەر زۆرەختەیت هەبە لە نێگەبەشتنی هەر شتێک لەم بەلگەنامەدا، نکایە برۆ بۆ City Hall, Beaumont Fee, Lincoln یا نۆڤەیس هەر شارەوانیەک (کاونسلیتک) ی تر، کە دەتوانین مۆنەرچییەکت بۆ بانگ بکەین لە ڕێگەی خزمەتگۆزاری میلی بۆ وەرگیران (نەرچووە) بۆ.

Kurdish

Eger hun di vê dokumane de difahmkirina hin tiştan de astengî dikîşinin, ji kerema xwe re herin City Hall û Beaumont Fee, Lincoln bibinin. An jî ji karmendê şaredariyê yekî din bibinin. Em ê ji we ra ji serwisa wergerandina netewî wergerckî peyda bikin.

Russian

Если Вам трудно понять что-либо в настоящем документе, просим обращаться в городской совет по адресу: City Hall, Beaumont Fee, Lincoln, или любое другое учреждение Совета, где мы можем вызвать для Вас переводчика через «Национальную службу устных переводов».

Further information

If you have any comments on what you read in this guide, or any service that you receive from the City of Lincoln Council, please let us know. Equally, we are interested in any suggestions that you have on how to make this a more user-friendly document.

e-mail: customer.services@lincoln.gov.uk

telephone: 01522 873333

website: www.lincoln.gov.uk

write to: DHCS,
City of Lincoln Council,
City Hall,
Beaumont Fee,
Lincoln,
LN1 1DE.