

# GUIDE TO OUR CARETAKING SERVICE



AIRE VALLEY HOMES LEEDS  
CUSTOMER INFORMATION



# ‘Looking after your environment and keeping communal areas clean, tidy and safe to live in for the benefit of tenants and leaseholders’.

## In and around your home...

If you live in a low or high-rise flat or in sheltered accommodation, communal areas will be kept clean, tidy and fit for people to enjoy.

### The communal areas include:

- entrance areas;
- stairs;
- lifts;
- gardens and any grassed areas;
- drying areas;
- paths within the boundary of flats; and
- communal windows.

**We have lots of different types of property, and each may have it's own cleaning and maintenance schedule.**

### However as a minimum we will ensure:

- light fittings are clean and working;
- floors are cleaned regularly so they are clear of litter and dirt;

- steps and handrails will be clean and clear of litter and dirt;
- ceilings and walls will be cobweb free;
- any minor graffiti will be removed, severe cases will be dealt with by a specialist graffiti cleaning contractor;
- internal and external door surfaces will be clean and free of grease, grime and marks. Door glass will be clean and secure;
- internal surfaces of window frames and cills will be clean;
- inside and outside dustbin and drying areas will be clean and clear of litter and dirt; and
- daily fire safety checks in high-rise blocks of flats.

## Can I do anything to help?

Even though communal areas are used by all residents living in the block, and are open to visitors, all residents have a responsibility to keep them clean and tidy. This is stated in your tenancy agreement.

You can also help us by reporting any faults such as a faulty entrance door or a light not working. Report these faults in the usual way for repairs on 0800 915 6660 or see our Guide to our Repairs and Maintenance Service for more information.



### In your community...

**We have a team of 'Super Caretakers' who, in addition to the general services provided by Leeds City Council will:**

- look after the appearance of estates and communal areas;
- keep areas neat and tidy;
- remove bulky refuse from communal areas (low and high rise flats);
- remove litter from problem areas;
- organise and help with community clean-ups;
- target 'hot spot' areas where litter or fly tipping occurs;
- carry out minor repairs, for instance to fencing and other community facilities; and
- remove minor graffiti within 1 week and offensive graffiti within 24 hours of being told about it.

### Measuring the quality of our service...

The quality of cleaning to communal areas and the work of our supercaretakers is monitored regularly. Housing Officers and Environmental staff join local residents to check standards during our quarterly estate walkabouts.



### In your garden?

Our Super Caretakers can also help look after tenants gardens if they or their family are unable to look after it themselves.

If you are elderly or if you have a disability that prevents you from keeping your garden tidy and have no friends or family able to help you, we can cut back and clear your garden once a year, so that you can maintain it from then on. You can request this service by visiting your local housing Office or One Stop Centre or by calling 0800 915 6660.

For requests to help maintain your garden we aim to complete all eligible work within 20 working days of you first telling us (weather permitting!).



All tenants and residents can have their bulky household items taken away free of charge by Leeds City Councils, Refuse Collection Service. Call Tel: 0845 124 0113

If you would like this information in any other format including large print, audio CD/tape, Braille or translated into another language please telephone **0113 214 1942** and speak to the Equality Officer.



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