



standards & feedback

Keeping your block clean & safe

The caretaker's role

Available in large print, Braille and on tape

Keeping up the standards

Your caretaker is dedicated to improving tenants' quality of life by making sure your block is a clean, safe place to live.

Our caretakers hope that their high standards will encourage you to help them keep things in good shape.

What your caretaker will do

Every day, the caretaker on your block will:

- brush and mop the foyer
- brush chute rooms and clear any spillages
- clean the public toilet
- clear any rubbish from the grass and parking areas
- brush and mop lift floors
- clean lift walls, buttons and door runners
- check lift alarm and lights
- check that fire safety doors close properly and are not wedged open
- report any day to day repairs and faults in communal areas
- do any basic repairs needed.

Every week, the caretaker on your block will:

- brush and mop floors and landings
- wipe doors and windows
- brush and clean stairs and banisters

- clean and disinfect the refuse hoppers
- check service cupboards are clear of rubbish
- clean and polish service cupboard doors
- be present at rubbish removal collections
- wipe clean any ventilator grilles
- the block will also be inspected weekly by the caretaking manager
- meeting new tenants and taking them through a check list
- being aware of vulnerable tenants who need help getting services
- making sure the right information leaflets are available
- meeting with tenants and local housing staff

When it's required, the caretaker on your block will:

- clean the inside walls
- make sure access and parking for emergency services are clear
- remove bulky rubbish to a safe collection point
- clear the rubbish chute
- report repairs and chase any outstanding repairs
- open and close the laundry.
- supporting tenants experiencing anti-social behaviour by providing witness evidence, reporting to the neighbourhood support officer and attending court if necessary
- promoting pride in the block and its appearance by keeping communal garden areas tidy, encouraging tenants to take part in gardening competitions and other events.

Even if your caretaker is on holiday or is unwell, a replacement will look after your block. For information about this, call our sheltered housing – caretaking service on **0161 227 3003**.

Your caretaker also helps by . . .

- showing people round if they're thinking of moving in

Please help

For Northwards blocks and neighbourhoods to be pleasant, safe and attractive places to live, we've all got to do our bit. Please help out in ways like these:

- be considerate to your neighbours
- get rid of your rubbish properly
- don't dump things you don't want on landings, communal areas, or the foyer
- don't throw anything over your balcony, especially vermin-attracting food
- don't play music too loud or have your TV too loud
- don't use chute rooms at night as it disturbs your neighbours
- don't wedge or prop fire doors open
- help your neighbours keep the landings clean and tidy
- get advice and help from your caretaker
- don't park in emergency areas or disabled spaces you're not entitled to.

- Don't let strangers into the block

Useful contacts

Northwards Housing

For repairs, re-housing, rents advice, complaints and all other housing help, call Northwards on

0161 953 2662

Monday to Friday, 8am – 5.30pm.

Environment OnCall

Manchester City Council provides a range of services in your neighbourhood, including:

- rubbish collection and recycling
- removing bulky household items
- dealing with fly tipping
- collecting used needles
- maintaining roads and pavements (including street cleaning)
- grounds maintenance
- street lighting and signs
- collecting unwanted vehicles.

For any of these services call

0161 954 9000 or go online at

www.manchester.gov.uk

Pest control

The council's pest control service removes rats, mice, cockroaches, fleas, bed bugs and beetles for free.

There is usually a charge to remove other pests.

Call **0161 234 4928** or go online at **www.manchester.gov.uk**

Abandoned cars

The police deal with abandoned vehicles. Contact them on

0161 872 5050 or report an abandoned vehicle online at **www.manchester.gov.uk**

Dogs

The council's dog warden service deals with stray dogs and dog fouling. Contact them on

0161 234 4929 or online at **www.manchester.gov.uk**

Extra services for customers with reduced hearing or vision

To get this leaflet in Braille, large print or on tape:

Phone: 0161 953 2662 **E-mail:** info@northwardshousing.co.uk

Fax: 0161 953 2660 **Text phone:** 0161 953 2526

للحصول على هذه المعلومات بأي لغة أو بالبرايل أو بالحروف الكبيرة أو على شريط الرجاء الإتصال برقم الهاتف الموجود أسفله.

Arabic

如欲索取這資料以任何語言或盲人用點字、大字印刷編制的版本或錄音帶，請致電下列號碼。

Chinese

لطفا برای دریافت این اطلاعات به زبان های دیگر، به خط بریل (خط ویژه افراد نابینا)، چاپ درشت و یا بر روی نوار با شماره تلفن زیر تماس بگیرید.

Farsi

Pour recevoir ces informations dans d'autres langues, en Braille, en gros caractères, ou sur bande sonore, prière d'appeler le numéro de téléphone ci-dessous.

French

यदि आप यह जानकारी किसी दूसरी भाषा, ब्रैल, बड़े प्रिन्ट या टेप में चाहते हैं तो कृपया नीचे दिये गये नम्बर पर फोन कीजिए।

Hindi

بۆ بەدەست هێنانی ئەم زانیاریانە بە هەر زمانێک یان بە بریال، پیتی گەورە یان لەسەر شریت، ئەوا تکیایە تەلەفۆن بکە بۆ ئەم ژمارەیە خوارەوە.

Kurdish

Si aad u hesho macluumaadkaani oo ku qoran luqad kasta, tan indhoolaha, daabacaad balaaran ama cajal ku duuban fadlan telefoonka hoos ku qoran:

Somali

یہ معلومات کسی بھی زبان، بریل، بڑے حروف یا ٹیپ پر حاصل کرنے کے لئے براہ کرم ذیل کے نمبر پر فون کیجئے۔

Urdu

Nếu cần bản tin này bằng ngôn ngữ khác, bằng chữ nổi cho người mù, chữ in lớn hay băng ghi âm, xin vui lòng gọi điện thoại số dưới đây:

Vietnamese

0161 953 2662