



Northwards Housing

North Manchester's Council Homes

www.northwardshousing.co.uk



standards & feedback

Keeping your scheme clean & safe

The caretaker's role

Available in large print, Braille and on CD

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Keeping up the standards

Your caretaker is dedicated to improving tenants' quality of life by making sure your scheme 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 and mop 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 the concierge button works

- check that fire safety doors close properly and are not wedged open
- report any day to day repairs and faults in communal areas
- where possible, do any basic repairs needed
- ensure the foyer is always clean and attractive.

Every week, the caretaker on your scheme will:

- brush and mop all floors, landings, lifts and chute rooms
- clean doors and windows in communal areas
- brush and clean stairs and banisters.
- clean and disinfect the refuse hoppers
- check service cupboards are secure and clear of rubbish
- clean service cupboard doors if required
- be present at rubbish removal collections to return bins to the bin store
- wipe clean any ventilator grilles
- the scheme will also be inspected weekly by the Caretaking Services Manager
- check the public address system works

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

- clean the inside walls
- make sure access and parking for emergency services are clear
- assist tenants to report bulky rubbish to Environmental
- On Call and help with removal if required
- clear the rubbish chute
- report repairs and chase any outstanding repairs
- open and close the laundry
- remove potential fire hazards from landings, including furniture
- manage the carpark and resolve disputes by liaising with the housing team.

Your caretaker also helps by . . .

- welcoming and showing people round if they're thinking of moving in
- welcoming new tenants and taking them through a check list
- being aware of vulnerable tenants who need help getting services and assisting them to access services
- making sure the right information leaflets are available and keeping information boards up to date
- meeting with tenants and local housing staff regularly
- 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 scheme and its appearance by keeping communal garden areas tidy, encouraging tenants to take part in gardening competitions and other community events.

Even if your caretaker is on holiday or is unwell, a replacement will look after your scheme.

For information about this, call our Caretaking Services Manager on **0161 720 5802**.

Please help

For Northwards schemes 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 and free from obstructions
- do seek 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 scheme

We will regularly review how well we are doing by carrying out surveys of residents to ask their opinions on their neighbourhoods. We will publish the results and act on what people tell us are priorities for their area.

Useful contacts

Northwards Housing

For repairs, re-housing, rents advice, complaints and all other housing help, call Northwards on **03000 123 123** 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, gardening
- street lighting and signs
- collecting unwanted vehicles.

For any of these services call **0161 954 9000** or go online at **www.manchester.gov.uk** if in doubt ask your caretaker.

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 954 9000** or online at **www.manchester.gov.uk**

Getting Involved

For information about tenant groups in your area or other ways to get involved with Northwards Housing, go to our website **www.northwardshousing.co.uk** or call us on **03000 123 123**.

Extra services for customers with reduced hearing or vision

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

Call: 03000 123 123 **E-mail:** info@northwardshousing.co.uk

Fax: 03000 124 123 **Text phone:** 0161 274 0899

Nëse këtë dokument e doni të përkthyer, ju lutemi telefononi numrin më poshtë, ky dokument gjendet edhe në gjuhën

Albanian

ان كنت تريد ترجمة هذه الوثيقة، يرجى الاتصال بالرقم المذكور أدناه. تتوفر هذه الوثيقة أيضاً بطريقة برايل للمكفوقين وبالحرروف الطباعية الكبيرة أو على قرص مدمج – سي دي.

Arabic

如果您想要一份中文译本，请打下列电话。
这文件也有盲文版、大字体版和 CD 光盘备索。

Chinese

Přejete-li si překlad tohoto dokumentu zavolejte prosím na níže uvedené číslo. Tento dokument je také k dispozici ve slepeckém písmu, ve velkém formátu nebo na CD.

Czech

Si vous désirez une traduction de ce document, appelez le numéro ci-dessous. Ce document est également disponible en braille, en gros caractères ou sur CD.

French

نه گه ر پښت خوښه ته رجومه ي. نه م به لگه نامه به وه رگرښت، تکايه په ټوه ندي بکه به نه و ژماره ي خواره وه. نه م به لگه به هه ر وه ها به شينوازي نوسراوي کوزران، به چاپي گه زره و يان له سه ر سي دي هه په.

Kurdish

Se deseja obter este documento traduzido, por favor contacte o número abaixo, este documento também está disponível em Braille, impressão grande ou CD.

Portuguese

Haddii aad rabto in dukumeentigan lagu turjumo fadlan soo wac lambarka hoose, waxaa dukumeentigan weliba lagu heli karaa farta Braille ee dadka indhaha la', far waaweyn ama cajal (CD).

Somali

اگر آپ اس دستاویز کا ترجمہ چاہتے ہیں تو براہ کرم نیچے دئے گئے نمبر پر کال کریں، یہ دستاویز بریل، بڑی چھپائی یا سی ڈی کی شکل میں بھی دستیاب ہے۔

Urdu

03000 123 123