

Caretaker Services

Keeping your block clean

Estate Services and caretakers are responsible for the daily maintenance and repair of the communal space at council managed blocks.

Housing blocks on estates that have communal areas and environmental space will receive a caretaker service.

Caretakers will regularly complete cleaning and caretaker tasks to keep your block safe and clean places to live and visit.

Resident Responsibilities

To maintain standards of safety and cleanliness we ask that you and your visitors: -

- keep your block clean and tidy and do not drop litter in the communal areas,
- ensure items are not thrown from windows, balconies, and landings,
- put your rubbish in your bin or the communal bin and bulky or large items of waste are place outside in the bulky waste area,
- sweep and clean the communal spaces directly outsider and around your front door,
- keep landings free of obstacles that block or delay the free and safe exit and entrance from your home to outside the block,
- tell the Estate Services or the Tenancy Management teams at your local area office about any of your neighbours who repeatedly break these standards.

On the next page you can find duties your caretaker should complete at your block. The frequencies listed are general indications for larger blocks and estates.

Cleaning frequencies may differ at blocks where there is a service level agreement in place, or the block is situated on a smaller estate.

If you have any questions about your caretaker or Estate Services, please contact by emailing Estate.Services@islington.gov.uk or call 020 7527 5300.

Caretaker Duties

Daily

- inspect play areas and seating areas for hazards such as broken glass sharps or damaged equipment and sweep the area clean,
- sweep and wash entrances halls and porch ways.
- check security of the roof access tank rooms and security doors
- sweep and wash lift floors and where necessary the lower parts of the lift car.
- check chutes for blockages unblock or report for repair clean and tidy dust chutes and bin chambers.
- report and remove offensive graffiti from communal areas.
- check the estate lighting replacing bulbs and tubes, cleaning and wiping the shade and fitting before replacing the bulb.
- remove dumped lumber for internal and external areas to a safe storage point.

Twice Weekly

- sweep all car parks and parking areas.
- sweep and wash bin chambers with disinfectant.

Three Times Weekly

- remove litter and leaves from grass areas and shrub beds.

Weekly

- wash external part of all chute hoppers the surrounding walls and floor.
- remove scuff and other marks on doors landings and staircases.
- wash all ledges bannisters handrails and internal window sills.
- sweep and mop stairs and landings – checks are made on a daily basis

Every four weeks

- dust and clean the external fittings and surfaces, including the shades and covers.
- clean the internal surface of the lift; clean the external lift door panels and frames on all floors

Every eight weeks

- clean the low-level facings of all communal windows on doors landings and staircases