

Caretaking Standard

Purpose of job

To provide a mobile caretaking service to a designated group of estates, ensuring that the communities we serve are safe and pleasant places to live. Adhere to relevant policies and procedures in relation to health and safety, lone working and use of equipment.

Main Duties

- To inspect all estates within the designated area on a regular basis to make sure they are as clean and safe as possible.
- To undertake spot cleaning, minor 'handyperson type' communal repairs including the changing of light bulbs, removal of graffiti and minor redecoration.
- To report other estate issues requiring attention including abandoned vehicles, other repairs, cleaning standards, graffiti, defective lighting and landscaping to the appropriate officer. To assist MKCC colleagues on estate inspections, visits and gaining access to properties.
- To provide some basic management within residential blocks including programming of door entry systems, amending light timers, advice to tenants, testing fire alarms, updating notice boards and removal of rubbish.
- To move bulky goods, furniture and other items into and out of residential properties and garages. To remove items to our waste recycling centres.
- Clearing garages and hostel rooms for letting and assisting with the storage and issue of furniture and white goods as required, assisting with re-lets and vulnerable tenants.
- To complete audits of the blocks and garages.
- Hand delivery of urgent letters and legal notices to assist in the efficient management of our tenancies and estates.
- To engage with residents to offer advice and signpost as required and to assist with keeping the blocks clean and safe.
- To report any potential safeguarding issues to housing officer/housing manager.

Block Standards

Caretakers are expected to maintain their blocks to a high standard ensuring:

- Entrance ways, communal external areas and paths leading to blocks are clear of debris such as leaves and any detritus.
- Fire safety is adhered too including logs, fire safety letters, emergency lighting tested and ensuring all communal areas are kept clear of tenant's belongings (buggies etc).
- All bags / bulky waste is either cleared, or raised for collection by environment.
- Bin cupboards are repaired / in good order and washed or swept out regularly.
- Minor Handyman jobs are completed, or repairs raised with Mears.
- Entry systems are secure, in good order and repairs raised as needed.
- Notice Boards are kept up to date as appropriate with relevant literature.