Contents

Introduction ........................................................................................................................................... 3
Caretaking inspections ............................................................................................................................ 3
The purpose of the manual ..................................................................................................................... 3
Making accurate assessments of caretaking standards ........................................................................... 3
Estate services roles and responsibilities .............................................................................................. 4
The caretaking grading system explained ............................................................................................ 6
Caretaking standards of service ............................................................................................................. 7
Definitions of terms used in the manual ............................................................................................... 8
Parking areas ......................................................................................................................................... 10
Pathways, courtyards and hard-standing areas .................................................................................... 11
Play areas ............................................................................................................................................. 12
Grassed areas and shrubs ..................................................................................................................... 13
Graffiti .................................................................................................................................................. 14
Chute hoppers ....................................................................................................................................... 15
Windows .............................................................................................................................................. 16
Lights .................................................................................................................................................. 17
Floors .................................................................................................................................................. 18
Stairs and stairwells ............................................................................................................................... 19
Management duties ............................................................................................................................... 24
Intake cupboards ................................................................................................................................. 23
Bin chambers ....................................................................................................................................... 22
Lifts ....................................................................................................................................................... 21
Internal walls ........................................................................................................................................ 22
Lumber ............................................................................................................................................... 26
Contact information ............................................................................................................................. 26

Introduction

This manual has been produced to help Islington Council provide a better quality caretaking service for its customers. The manual aims to make caretaking standards on council managed estates become more objective and transparent. To do this the manual describes caretaking standards using a combination of text and photographs. These descriptions form a quality assurance framework, against which caretaking standards can be fairly assessed.

The manual is aimed at tenants, residents and council employees, for instance caretakers, Estate Services and resident inspections.

Caretaking inspections

To ensure that council managed properties and estates are kept clean and in good condition inspections are carried out once a month to assess caretaking standards. These are carried out by Quality Assurance Officers (QAOs) and take into account all areas within a block or within a specified inspection area. The grading system comprises four grades, A, B, C and D. The grade awarded reflects the overall experience of the block. For instance, some areas may be a C grade standard, but the majority of areas are A grade, in which instance a B grade may be awarded.

Inspections are also carried out by Resident Inspectors and Housing Managers. These are a snapshot look at caretaking standards based on a set of criteria taken from the caretakers’ task-frequency list. The inspections differ in format to the QAO inspections in some respects but employ the same standards, which are outlined in this manual.

The photographs used in this manual depict grading standards in a single area. The rationale is that if this photo was considered in isolation, or if the photo was representative of all areas within the block or inspection area, then the grade the photo represents would be awarded.

The purpose of the manual

- The manual aims to create a more objective basis for caretaking evaluation, but it is important to remember that there will always be an element of subjectivity within any judgement of caretaking standards.
- The manual is for use as a guide and reference point. Because there are differences across all council managed properties in terms of the fabric of the buildings the photographic examples given are not absolute and should only be used as an example of what an A, B, C or D grade may look like.
- The manual provides a photo to represent each grade for each caretaking task. There is also a text description of each grade for each task alongside this. The text is a description of the grade in the context of both the task and the photo, but is not a description of the photo. Because no one photo can fully represent all the ways an area may achieve a certain grade reference should be made to both the photo and the text.

Making an accurate assessment of caretaking standards

When making an assessment of caretaking standards there are a number of factors that should be considered in order for the assessment to be fair and accurate.
The condition of the building
It is important to bear in mind the condition of the building when making an assessment of caretaking standards. Factors to consider include:
- ingrained dirt, stains or burn marks
- the general wear and tear of the building and furnishings
- areas that require major repair work
- irreparable damage

These may be beyond the control of the caretaker and the remit of their work. As such these factors should be taken into account when making assessments of cleanliness.

Unforeseen circumstances
There are sometimes unforeseen circumstances that the cleaning frequency plan cannot legislate for, such as:
- extreme weather conditions
- acts of anti-social behaviour, including graffiti
- the adverse effects of Capital Works programmes or other building work

These instances may have an effect on the cleanliness and/or quality of an area and mean that standards fall below a B grade. We will always act to rectify such a situation, but the occurrence may be something that we cannot prevent.

Frequency of planned cleaning
The cleanliness of an area will often depend on how frequently cleaning is scheduled for that area. It is our aim that no area should fall below a B standard, but when assessing cleanliness the frequency of scheduled cleaning for the area should always be taken into consideration, as it may be the case that the area is nearing the end of its cleaning cycle.

Service Level Agreements (SLAs)
Some council managed estates have Service Level Agreements (SLAs) in place. These alter the frequency and schedule of cleaning according to feedback given by tenants and residents. For more information about SLAs and how they affect where you live contact your Area Housing Office. Contact telephone numbers can be found on the back page.

Tenancy Management Organisations (TMOs) and Co-ops
In most instances TMOs and Co-ops are responsible for providing their own caretaking services and determining the frequency of scheduled tasks. TMOs and Co-ops are inspected by Quality Assurance Officers to the standards described in this manual. It is left to the discretion of the TMO or Co-ops whether the QAO inspection includes a grading component.

Estate Services roles and responsibilities
Estate Services manage a number of teams who are responsible for keeping our estates clean and tidy, including resident and non-residential caretakers. There is also a separate Mechanised Team run by the Environment and Regeneration Department who sweep roads on estates, collect bulk refuse and provide deep cleaning with a pressure washer. Below is a description of their roles and responsibilities.

Caretakers
Caretakers are responsible for ensuring that all communal areas on council managed estates are maintained and cleaned to an acceptable standard. For a list of the different tasks caretakers are expected to complete at their intended frequencies please see page 9. Caretakers are also expected to report other problems and estate based issues, such as repairs, graffiti, anti-social behaviour, abandoned cars, fly-tipping and other breaches of tenancy, to the Area Housing Office.

Quality Assurance Officers (QAOs)
QAOs work in Estate Services and carry out caretaking inspections. In addition to this they are also responsible for:
- providing support to the caretaker in carrying out caretaking duties
- ensuring contractor compliance, for example, that waste management is being delivered as contracted
- ensuring that all problems reported by the caretaker and other sources are managed and dealt with effectively and appropriately.

Mechanised Caretaking Services
All mechanised caretaking on estates is conducted by the Area Response Team. This team is managed by the council’s Environment and Regeneration division. Estates Services monitor the standard of work done by this team on estates. Estate Services will contact this team to ensure that all mechanised cleaning on estates is completed to the required standard.

Pressure Washer Crew
The Area Response Team is responsible for carrying out emergency cleaning work and programmed work to remove graffiti and deep-clean communal areas subject to prior agreement. To do this they have pressure washing equipment.

Bulk Refuse Team
The Area Response Team is responsible for collecting lumber from designated points where identified and estate grounds. Caretakers should report lumber to the Area Response Team. We aim to have lumber collected by the end of the working day.

Mechanised Road Sweeping Team
The Area Response Team is responsible for sweeping estate roads.

Tenants and residents
Tenants and residents are reminded of their responsibilities to keep shared areas clean and tidy and to not cause or allow any untidiness or dirtiness in their property or the estate. Tenants and residents are expected to:
- put all litter in the bins provided
- clean up dog mess after fouling
- dispose of lumber safely and securely at the designated lumber points
- dispose of rubbish sacks appropriately

Failure to comply with these responsibilities may be considered a breach of tenancy conditions.
The caretaking grading system explained

The council use a system of A, B, C and D to grade caretaking standards. This page aims to explain what these grades mean in a general sense. In Quality Assurance Inspections grades are awarded as a reflection of the block as a whole, rather than a specific area within any block or inspected area.

**A**

**All clear – the standard we aim for. It should look like this after the area has been cleaned**

This relates to an exceptionally high standard that is unlikely to be maintained in all places, at all times, but which we aim for after an area has been cleaned or after a physical element has been replaced or refurbished. An area graded A will:

- Have no marks, stains, dirt, litter and detritus visibly apparent, other than where it is ingrained in the fabric of the building or external area
- Look like it has just had a thorough clean

This grade requires that all aspects of the task in question are complete

**B**

**Satisfactory – no more litter than you would expect as the day wears on**

A Grade B area will not be completely free of dirt, litter and detritus. However, the extent to which it is present is unlikely to be noticed by most people walking through or past the area or be regarded as having a significant adverse effect on the quality of the local environment. We aim that no area should fall below this standard in between cleaning cycles. An area graded B will:

- Look clean and in good condition
- Have few signs of litter, detritus or visible removable marks and stains
- Look like cleaning is taking place regularly

**C**

**Poor – high build-up of litter e.g. litter/tin cans, newspapers etc.**

A Grade C area typically has dirt, marks, stains, litter or detritus present to such an extent that it is very noticeable to most people passing through the area. The build-up is greater than would be reasonably expected bearing in mind the frequency of which the area is cleaned and normal wear and tear. This is not an acceptable standard and requires cleaning to rectify the situation. An area graded C will:

- Have visible marks and signs of litter and detritus
- Look like cleaning has not taken place as regularly as planned
- Look like it requires attention to bring it up to an acceptable standard

**D**

**Very poor – this we hope you would not see. Vast litter build-up and fouled communal areas i.e. lifts, lobbies, stairs**

A Grade D area typically has marks, stains, litter, detritus and dirt present to such an extent that it is highly visible and has a serious negative impact on the surrounding environment. The build-up may be so bad that it presents a health and safety hazard. This grade also applies to some tasks where a fundamental component of the task has visibly not been completed, e.g. where a security door has been left open or unsecured. An area graded D will:

- Display no sign that cleaning is/has taken place
- Have excessive rubbish and/or fouling and/or marks and stains; and/or
- Present health and safety hazards, such as broken glass, faeces, needles or other sharp objects

---

**Caretaking standards of service**

To meet our commitments we will:

- Inspect and sweep all play areas
- Sweep and mop shared halls, porches, landings and stairs, and remove any graffiti or other marks
- Clean the inside windows on all shared doors, landings and staircases
- Clean, sweep and mop all lift floors, walls and doors inside and outside where possible, and remove any graffiti
- Check and clear blocked rubbish chutes where possible, or report blockages to the Estate Services Team
- Sweep all estate paths and parking areas
- Check grassed and shrubbed areas, removing litter and leaves
- Check estate lighting, change bulbs and clean low level light shades as necessary, and report faults to the Estate Services Team
- Remove large items of rubbish from our estates where possible, or report them to the Estate Services Team
- Remove unauthorised estate agents’ signs and other advertising boards fixed to shared areas on our estates
- Make sure that all of our caretakers are trained to British Institute of Cleaning Science (BICS) standards
- Train all our caretakers in how to carry out their duties safely and effectively
- Provide our caretakers with the proper tools, equipment and materials to carry out their duties to a high standard
- Arrange independent quality control inspections every month to monitor and record the standards of service our caretakers provide
- Ask our customers for their opinion on our caretaking service, record their comments and compare them with our own findings
- Work with our customers to develop and introduce service agreements for estates, these agreements set out each caretaker’s duties and how often they should do them to meet the specific needs of each estate, we regularly review the effectiveness of these agreements
- Produce information about the number of quality control inspections we have completed and the standards achieved, along with our customers’ comments.
Caretaking task–frequency schedule

<table>
<thead>
<tr>
<th>Task, location, frequency</th>
<th>No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sweep all car parks/parking areas - (twice weekly)</td>
<td>C1</td>
</tr>
<tr>
<td>Sweep all pathways and paved areas - (3 times a week)</td>
<td>C2</td>
</tr>
<tr>
<td>Sweep and clean roadways - (up to 3 times a week)</td>
<td>C3</td>
</tr>
<tr>
<td>Inspect play areas and seating areas for hazards such as broken glass, sharps and faulty or damaged equipment and sweep - (daily/inspect only on weekends)</td>
<td>C4</td>
</tr>
<tr>
<td>Remove litter and leaves from grass areas and shrub beds - (3 times a week)</td>
<td>C5</td>
</tr>
<tr>
<td>Report and/or remove graffiti from communal areas</td>
<td>C6</td>
</tr>
<tr>
<td>Offensive graffiti - (daily Mon-Fri ) All other graffiti - (weekly)</td>
<td>C7</td>
</tr>
<tr>
<td>Check security of tank rooms - (daily Mon-Fri )</td>
<td>C8</td>
</tr>
<tr>
<td>Check caretaker has reported any faults with security of door-entry systems and other secure areas</td>
<td>C9</td>
</tr>
<tr>
<td>Check chutes for blockages clear/report as necessary - (daily)</td>
<td>C10</td>
</tr>
<tr>
<td>Wash external parts of hopper and surrounding wall and flooring - (weekly)</td>
<td>C11</td>
</tr>
<tr>
<td>Clean all communal windows on doors/landings and staircases, internal and low level external faces only - (every 8 weeks)</td>
<td>C12</td>
</tr>
<tr>
<td>Wash all ledges including internal window sills - (weekly)</td>
<td>C13</td>
</tr>
<tr>
<td>Check estate lighting replacing bulbs/tubes where necessary wipe clean shade and fitting before replacing - (daily)</td>
<td>C14</td>
</tr>
<tr>
<td>Clean/dust light fitting external surfaces including shades/cover - (4 weekly)</td>
<td>C15</td>
</tr>
<tr>
<td>Sweep and wash stairs, landings - (checks to be made on a daily basis to remove any fouling/sweep and wash weekly)</td>
<td>C16</td>
</tr>
<tr>
<td>Sweep and wash entrance halls and porch ways - (daily)</td>
<td>C17</td>
</tr>
<tr>
<td>Clean handrails and ledges and banister rails – (weekly)</td>
<td>C18</td>
</tr>
<tr>
<td>Check security of roof access - (daily Mon-Fri )</td>
<td>C19</td>
</tr>
<tr>
<td>Sweep and wash lift floors and where necessary lower parts of walls - (daily)</td>
<td>C20</td>
</tr>
<tr>
<td>Clean lift doors (internal). Clean lift car door panels and frames on all floors (external) - (every 4 weeks)</td>
<td>C21</td>
</tr>
<tr>
<td>Remove scuffmarks and all other marks on doors landings and staircases (internal and low level external surfaces only) - (weekly)</td>
<td>C22</td>
</tr>
<tr>
<td>Clean/tidy dust chutes and bin chambers – (daily)</td>
<td>C23</td>
</tr>
<tr>
<td>Sweep and wash bin chambers with disinfectant – (twice weekly)</td>
<td>C24</td>
</tr>
<tr>
<td>Check security of intakes and sweep, removing all unauthorised items - (weekly)</td>
<td></td>
</tr>
<tr>
<td>Remove lumber from all internal and external areas to a safe storage point as necessary - (daily)</td>
<td></td>
</tr>
</tbody>
</table>

If we do not meet our commitments, the council will:

- give our customers the relevant name and contact details if they want to comment on any areas of our caretaking service that they feel we are not meeting
- reply to any comments by the end of the next working day, and bring our service back up to the expected standard within five working days where possible
- investigate all complaints and reply in writing within 10 working days. We will consider any request for a refund where we have not been able to provide a caretaking service for more than five working days in a row
- regularly review our systems and practices to make sure they meet our customers’ needs.

Definitions of terms used in the manual

Detritus – Detritus comprises dust, mud, soil, grit, gravel, stones, rotted leaf and vegetable residues, and fragments of twigs, glass, plastic and other finely divided materials. Detritus is not a factor when the area considered is a grass, soil or granular surface e.g. a grass play area or lawn. Please note that detritus includes leaf and blossom falls when they have substantially lost their structure and have become mushy or fragmented.

Litter – this includes mainly synthetic materials, often associated with smoking, eating and drinking, that are improperly discarded and left by members of the public; or are spilt during waste management operations. Litter may also include putrid or clinical wastes, or faeces, e.g. dog or other animal faeces.

Lumber – also referred to as ‘bulk refuse’ and ‘bulk items’, this relates to non-refuse items that have been disposed of on estates, e.g. fridges, wardrobes, bits of wood. For more information about Lumber see page 26.

Graffiti – any informal or illegal marks, drawings, or paintings that have been deliberately made by a person or persons on any physical element comprising the outdoor or external environment. For more information about Graffiti see page 14.
Parking areas

**Task frequency** – twice a week

**Inspection sheet reference no.** – C1

**Description and aims of task**
- These areas should be swept and litter picked, including where the litter or detritus surrounds parked vehicles or other stationary objects.
- Caretakers should report to their Quality Assurance Officer (QAO) any abandoned vehicles or illegally parked vehicles e.g. those without a valid tax disk or valid parking permit.

| A | Area is swept and free of litter and detritus; and
|   | Any abandoned or illegally parked vehicles have been reported to the relevant QAO
|   | Any bulk items have been reported with collection arranged
|   | No hazardous materials |

| B | Area is predominantly clear of litter and detritus; and
|   | Any abandoned or illegally parked vehicles have been reported to the relevant QAO
|   | Any bulk items have been reported with collection arranged
|   | No hazardous materials |

| C | Area has noticeable build-up of litter and detritus; and
|   | Any abandoned or illegally parked vehicles have been reported to the relevant QAO
|   | Any bulk items have been reported with collection arranged
|   | No hazardous materials |

| D | Area has excessive build-up of litter and detritus; and/or
|   | One or more abandoned or illegally parked vehicles that have not been reported to the relevant QAO; and/or
|   | Bulk items not made safe and reported; and/or
|   | Hazardous materials |

Pathways, courtyards and hard-standing areas

**Task frequency** – three times a week

**Inspection sheet reference no.** – C2

**Description and aims of task**
- These areas should be swept thoroughly and litter and weeds removed.
- Estate roads should be swept at least once a week by an assigned mechanical sweeper and driver.
- All areas should be free of litter, detritus and hazardous items.
- Bulk refuse should either be removed or made safe, reported and with collection arranged.

| A | Area is clear of litter, detritus weeds and leaves
|   | Bulk items not present or have been made safe with collection arranged
|   | No hazardous items
|   | Cleaning taking place as planned |

| B | Predominantly free of litter, weeds and detritus
|   | No accumulations
|   | Would require little work to return area to A grade
|   | Bulk items not present or have been made safe with collection arranged |

| C | Litter, detritus, weeds and leaves are noticeable, including some accumulations
|   | Not clear that cleaning has taken place as regularly as planned
|   | No hazardous items |

| D | Excessive build-up of detritus, weeds and litter; and/or
|   | Bulk refuse present that has not been removed, or made safe and reported; and/or
|   | Hazardous materials
|   | No evidence that cleaning has taken place as regularly as planned |
Play areas

Task frequency – daily
Inspection sheet reference no. – C3

Description and aims of task
• Area should be free of litter, detritus and bulk items.
• All play equipment should be free of defects and Health and Safety hazards or in the event of defects, cordoned off, made safe and reported.
• The area should be completely free of broken glass, needles or other hazardous items.

Grassed areas and shrubs

Task frequency – three times a week
Inspection sheet reference no. – C4

Description and aims of task
• These areas should be kept free of litter and refuse.
• Any bulk refuse left in these areas should be removed, or if necessary made safe and arrangements made for collection.
• There should be no hazardous items present, e.g. broken glass or needles.
• Twice a year, with the aid of mechanisation, caretakers will remove fallen leaves from lawn areas.

A

• Area is clear of litter, detritus and bulk items
• Play equipment is either in good working order or has been cordoned off, made safe and reported
• No hazardous items
• Very few leaves

B

• Area is mainly free of litter, detritus and leaves
• No hazardous items and play equipment in good working order or has been cordoned off, made safe and reported
• Area requires little work to return it to an A grade

C

• Noticeable quantities of litter and detritus
• No hazardous items and play equipment in good working order or has been cordoned off, made safe and reported

D

• Excessive build-up of litter, detritus and leaves; and/or
• Hazardous items e.g. broken glass or needles; and/or
• Defective play equipment that has not been dealt with appropriately
• No evidence that area has been cleaned recently
## Graffiti

**Task frequency** – Offensive graffiti – daily  
All other graffiti - weekly  
**Inspection sheet reference no.** – C6

### Description and aims of task
- Racist, sexist or otherwise offensive graffiti should be removed within 24 hours of it being reported or being found by a member of staff.
- All other graffiti should be removed or covered within the same working week.
- In some instances graffiti can be painted over or washed/scrubbed off by the caretaker. In other instances the Pressure Washer Crew may be needed to remove it using pressure-washing equipment.

### Grading

**A**
- No graffiti visible in the area
- No evidence of graffiti that has been painted over or removed, but the graffiti itself is not visible
- No graffiti anywhere else in the inspected area

**B**
- There may be some graffiti present, but it is minimal and is not offensive
- Very few instances of inoffensive graffiti in the inspected area

**C**
- There may be many instances of graffiti in the inspected area
- However, the graffiti that is present is not offensive

**D**
- There may be an excessive quantity of inoffensive graffiti
- Offensive graffiti, of any quantity, is a D grade

## Chute hoppers

**Task frequency** – Check, clear and report blockages – daily sweep, clean and wash – weekly  
**Inspection sheet reference no.** – C9, C21

### Description and aims of task
- The external parts of the hopper should be cleaned and disinfected.
- The surrounding wall and floor area should be cleaned, swept and washed.
- Chutes should be checked for blockages and cleared, or reported where necessary.
- Bulk items should not be left in chute rooms. In the event that bulk items are left in chute rooms, caretakers should remove, make safe and arrange for collection.

### Grading

**A**
- Area has been washed and disinfected recently and is relatively free of bad odours
- Area is clear of any litter, detritus and refuse
- Bulk items either not present, or have been made safe and with collection arranged
- No hazardous items

**B**
- There are few removable marks and stains
- There are only minimal quantities of litter, detritus or refuse present
- No hazardous items
- Area is predominately clean

**C**
- Noticeable quantities of litter, detritus and refuse; and/or
- Stains on chute hopper or floor
- No hazardous items
- Not clear that cleaning is taking place as regularly as planned

**D**
- Excessive quantities of litter, detritus or refuse; and/or
- Multiple stains on chute hopper or floor; and/or
- Bulk item(s) stored inappropriately or hazardous items
- Area appears very unclean, there may be offensive odours
Windows

**Task frequency** – Clean windows – every eight weeks
Ledges and window sills – weekly

**Inspection sheet reference no.** – C10, C11

**Description and aims of task**
- All internal windows and low external windows are cleaned once every eight weeks. All other windows are cleaned by a contractor once every year.
- All marks, dirt, cobwebs, stains and smears should be removed from the windows surface and from the window frames.
- (In the A grade photo below the example used is the bigger window at the front of the shot, which the smaller window can be seen through).

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="Window" /></td>
<td><img src="image2.png" alt="Window" /></td>
<td><img src="image3.png" alt="Window" /></td>
<td><img src="image4.png" alt="Window" /></td>
</tr>
<tr>
<td>• Window is clean and clear – no marks or smears (C10)</td>
<td>• Window generally clean and clear, any marks or smears are minor (C10)</td>
<td>• Window has noticeable marks and smears (C10); and/or</td>
<td>• Window displays excessive marks and smears, to the extent that it reduces visibility (C10); and/or</td>
</tr>
<tr>
<td>• Window frame and ledges clear of dirt, dust, detritus and cobwebs (C11)</td>
<td>• No or very few cobwebs</td>
<td>• Cobwebs; and/or</td>
<td>• Excessive amount of cobwebs; and/or</td>
</tr>
<tr>
<td>• Clear view through the window</td>
<td>• Minimal evidence of dirt, dust or detritus on window frames or ledges (C11)</td>
<td>• Build-up of dirt, dust or detritus on window frames or ledges (C11)</td>
<td>• Excessive build-up of dust, dirt or detritus on window frames or ledges (C11)</td>
</tr>
</tbody>
</table>

Lights

**Task frequency** – Check and replace light bulbs – daily
Clean light fittings – four weekly

**Inspection sheet reference no.** – C12, C13

**Description and aims of task**
- All lights should have all light bulbs functioning properly, or if light is high and defective to have been reported by the caretaker to Housing Direct.
- All low lights should be kept free of dirt, dust and cobwebs.
- All low light shades should be clean and free of dirt, marks, stains and cobwebs.

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image5.png" alt="Light" /></td>
<td><img src="image6.png" alt="Light" /></td>
<td><img src="image7.png" alt="Light" /></td>
<td><img src="image8.png" alt="Light" /></td>
</tr>
<tr>
<td>• All light bulbs working (C12)</td>
<td>• All light bulbs working (C12)</td>
<td>• All light bulbs working (C12)</td>
<td>• One or more light bulbs is defective (C12); and/or</td>
</tr>
<tr>
<td>• Light and surrounding area free of dirt, marks, stains, dust and cobwebs (C13)</td>
<td>• Light and surrounding area generally free of dirt, dust, cobwebs and stains (C13)</td>
<td>• Noticeable levels of dirt, dust and cobwebs on and around light (C13)</td>
<td>• There may be excessive build-up of dirt, dust and cobwebs on and around light (C13); and/or</td>
</tr>
<tr>
<td>• Light shade is clean and translucent (C13)</td>
<td>• Light shade is generally clean (C13)</td>
<td>• Light shade is not clean (C13)</td>
<td>• The light shade may be noticeably very dirty (C13)</td>
</tr>
</tbody>
</table>
Floors

Task frequency – weekly
Inspection sheet reference no. – C14

Description and aims of task

- The area should be swept and all litter, refuse, detritus and chewing gum should be removed so that area is completely clear.
- The floor should be washed to remove detritus, marks and stains to leave area looking clean and tidy.
- Lumber should be removed or if necessary made safe, reported and with collection arranged.
- No Health and Safety hazards present e.g. needles, glass, faeces.

A

- Area is swept and free of litter, refuse or detritus
- Area looks clean and there are no visible removable marks, stains or detritus
- Area looks well maintained and cleaning is taking place regularly

B

- Area may not be completely free of litter, detritus or refuse but is generally clear
- Very few removable marks and stains visible
- Area requires little attention to return it to an A grade

C

- Area has not been swept resulting in noticeable build-up of litter, detritus or refuse
- Many visible removable marks and stains
- Not clear that cleaning is taking place as planned

D

- Excessive build-up of litter, detritus or refuse; and/or
- Many removable marks and stains that are highly visible
- A ‘D grade’ area may also have lumber in an unsafe position or other Health and Safety hazards

Stairs and stairwells

Task frequency – Sweep and wash stairs – weekly
Railings and banisters – weekly
Remove scuff marks – weekly

Inspection sheet reference no. – C14, C16, C20

Description and aims of task

- All floor areas should be swept and be free of litter, detritus and refuse.
- Stairs, surrounding walls and banisters should be washed.
- Rails, banisters and ledges should be brushed and cleaned.
- Any windows should be clean and smear free.
- Lumber should be removed if necessary and made safe with collection arranged.

A

- Stairs clean and free of litter, detritus and refuse
- Floors, walls and skirting boards free of marks and stains
- Banisters, rails clean with no dust
- No lumber, or made safe with collection arranged if necessary

B

- Minimal litter, detritus and refuse build-up on stairs, no lumber
- Floors, walls and skirting boards generally clean, few marks and stains present
- Minimal dirt or dust on rails and banisters
- No lumber, or made safe with collection arranged if necessary

C

- Noticeable build-up of litter etc and/or marks and stains on floors and walls
- Floor area and walls not clean
- Rails and banisters dusty
- No lumber, or made safe with collection arranged if necessary

D

- Excessive build up of litter, detritus or stains and/or marks on walls and floors and/or
- Rails and banisters may be very dusty; and/or
- Lumber present that has not been made safe and reported
- No evidence cleaning is taking place
Lifts

**Task frequency** – Floors and lower walls – daily

Doors, door panels and door frames – four weekly

**Inspection sheet reference no.** – C18, C19

**Description and aims of task**

- Floors should be swept and washed to remove all litter, detritus, marks and stains, including the corners of lifts.
- Walls and internal and external doors, door frames and door panels should be cleaned to remove marks, stains, detritus and graffiti.
- Caretakers are also expected to test alarm bells and report out of order or defective lifts to Housing Direct or to the relevant Area Housing Office.

---

**Task frequency** – Floors and lower walls – daily

Doors, door panels and door frames – four weekly

**Inspection sheet reference no.** – C18, C19

**Description and aims of task**

- Floors should be swept and washed to remove all litter, detritus, marks and stains, including the corners of lifts.
- Walls and internal and external doors, door frames and door panels should be cleaned to remove marks, stains, detritus and graffiti.
- Caretakers are also expected to test alarm bells and report out of order or defective lifts to Housing Direct or to the relevant Area Housing Office.

---

**Entrances, halls and lobbies**

**Task frequency** – daily

**Inspection sheet reference no.** – C15

**Description and aims of task**

- The area should be swept and all litter, refuse, detritus and chewing gum should be removed so that area is completely clear.
- The floor should be washed to remove detritus, marks and stains to leave area looking clean and tidy.
- Lumber should be removed or if necessary made safe, reported and with collection arranged.
- No Health and Safety hazards present e.g. needles, glass, faeces.

---

**Description and aims of task**

- The area should be swept and all litter, refuse, detritus and chewing gum should be removed so that area is completely clear.
- The floor should be washed to remove detritus, marks and stains to leave area looking clean and tidy.
- Lumber should be removed or if necessary made safe, reported and with collection arranged.
- No Health and Safety hazards present e.g. needles, glass, faeces.
Internal walls

Task frequency – weekly

Inspection sheet reference no. – C20

Description and aims of task

- To remove all marks, stains, detritus, cobwebs and graffiti so that walls appear clean and clear.
- To ensure that all skirting boards, corners and adjoining edges are clean and free of dirt, detritus, cobwebs etc.
- To take appropriate action in instances of graffiti, vandalism and repairs work.

A

- Low wall is free of marks, stains, dust, detritus and cobwebs
- Skirting boards are free of dirt, detritus, cobwebs, stains and scuff marks
- No graffiti
- Walls look clean

B

- Low wall is generally clean, few marks and stains etc.
- Skirting boards appear clean with only minor accumulations of dirt and detritus
- No graffiti
- Walls appear clean

C

- Scuff marks, stains, dust and/or cobwebs noticeable on low walls; and/or
- Visible build-up of dirt and detritus on skirting boards
- Walls do not appear clean

D

- Excessive amount of marks, stains and cobwebs etc.; and/or
- Excessive build-up of dirt and detritus on skirting boards
- Walls show no sign of being cleaned to arranged frequency

Bin chambers

Task frequency – Sweep, clean and unblock – daily
Thorough sweep, wash – twice weekly

Inspection sheet reference no. – C21, C22

Description and aims of task

- To ensure that bin chambers do not become unclean, odorous and attract vermin, checks should be made on a daily basis for blockages and attempts made to unblock them where necessary.
- Bin chambers should be cleaned, rubbish bins removed and the chamber thoroughly swept and washed with disinfectant.

A

- Bin chamber(s) clear of blockages
- Floor is completely clear of litter and refuse
- Floor and walls are clean with no removable stains or marks
- Chamber are washed

B

- Floor area has only minimal litter, refuse and removable marks and stains
- If bin chamber is full extra rubbish is placed neatly in bin bags
- Chamber is washed

C

- The bin chamber may be blocked without appropriate action taken to unblock it
- Litter, refuse, removable stains and marks visible
- Bin chamber may not be cleaned and washed

D

- The bin chamber may be blocked without appropriate action taken to unblock it
- Excessive amount of litter and/or refuse and/or removable stains and marks
- Bin chamber not clean or washed and/or offensive odour
Intake cupboards

Task frequency – weekly
Inspection sheet reference no. – C23

Description and aims of task
• It is important that these areas are maintained to a high standard to ensure both cleanliness and appropriate Health and Safety standards.
• Cupboards should be checked, swept and left clear, including the removal of bulk items/builders rubble.
• All unauthorised items should also be reported.
• There should be free access to electrical cupboards.

A
• Area is swept and clear
• All locks are working or if defective have been reported
• No bulk items/builders rubble
• No unauthorised items
• Free access to electrical cupboards

B
• Area is predominantly swept and clear. Only minimal amounts of dust, litter and detritus
• All locks are working or if defective have been reported
• No bulk items/builders rubble
• No unauthorised items
• Free access to electrical cupboards

C
• Area is not adequately swept resulting in a build-up of dust, litter or detritus
• All locks are working or if defective have been reported
• No bulk items/builders rubble
• No unauthorised items
• Free access to electrical cupboards

D
• The area may have an excessive build-up of litter, dust or detritus; and/or
• Defective locks that have not been reported; and/or
• Bulk items/builders rubble; and/or
• Unauthorised items
• Blocked access to electrical cupboards

Management duties – roof access, security doors and tank rooms

Task frequency – Roof access – daily (Mon-Fri) Tank rooms – daily (Mon-Fri) Security doors – report faults
Inspection sheet reference no. – C7, C8, C17

Description and aims of task
• These are tasks that require areas such as roof access, security doors and tank rooms to be secured.
• If the area has been secured appropriately it is an A grade.
• If the area has not been secured properly it is a D grade.
• There are no B or C grades for management duties.
• An area is only required to be secure if it can be accessed without use of a ladder or other equipment.

A
• The area has been secured appropriately
• The area is accessible
• The area shown in the photograph is a roof access door

D
• The area has not been secured appropriately
• There is free access to a secure area
Lumber

Description and aims of task

- Also referred to as ‘bulk refuse’ and ‘bulk items’, this relates to non-refuse items that have been disposed of on estates.

- If a tenant or resident has lumber to dispose of they are expected to inform the caretaker. The caretaker will instruct them where the designated lumber collection point is, if appropriate, or where it can be left safely. The caretaker will then contact the Area Response Team. We aim to have lumber collected by the end of the next working day.

- It is the responsibility of the tenant or resident to leave their lumber in a designated collection point safely and securely. If left in non-designated areas, or left in a manner that is not secure or safe, lumber can present Health and Safety hazards. If tenants or residents leave lumber in non-designated lumber points this is classed as fly-tipping, and they could be fined. This is also considered to be an act of Anti-social Behaviour, and could affect the perpetrators lease or tenancy. Any tenants or leaseholders who have building or other work carried out on their property should ensure that their contractors dispose of waste and do not leave any on the block or estate.

- Where lumber has been left in non-designated areas, or has not been made safe and secure, it is the responsibility of the caretaker to make safe whatever has been left and arrange for its collection with the Bulk Refuse Team.

- Caretakers should always apply Manual Handling Guidelines when dealing with the removal of lumber.

Contact information

This document is about quality assurance and the caretaking standards you can expect from the council. If you need a translation or more information in your own language please contact your area housing office. Telephone numbers are listed below.

Highbury House Area Housing Office
Highbury House
5 Highbury Crescent
London N5 1RN
Tel: 020 7527 5371
Email: highbury.house@islington.gov.uk

Holland Walk Area Housing Office
85-88 Holland Walk
London, N19 3XS
Tel: 020 7527 7497
Fax: 020 7527 7407
Email: holland.walk@islington.gov.uk

Old Street Area Housing Office
41-47 Old Street
London EC1V 9HX
Tel: 020 7527 6205
Fax: 020 7527 6207
Email: old.street@islington.gov.uk