



Caretaker Quality Assurance Manual



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Introduction

This manual has been produced to help Islington Council provide a better-quality caretaker service for residents that live in blocks with communal areas.

The manual aims to make cleaning standards on council managed estates become more objective and transparent.

To do this the manual describes cleaning standards using a combination of text and photographs. These descriptions form a quality assurance framework, against which cleaning standards can be fairly assessed.

The manual is primarily aimed at tenants and residents so that they can assess standards. Similarly, council employees and contractors use the manual for inspection guidance.

Caretaking inspections

To ensure that council managed properties and estates are kept clean and in good condition.

Estate Services staff aim to inspect all our blocks at least once every two months.

These are carried out by Estate Services Coordinators (ESC's) and consider all areas within a block or within a specified inspection area.

The grading system uses 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 most areas are A grade, in which instance a B grade may be awarded.

Inspections carried out by Estate Services Coordinators are a snapshot look at caretaking standards based on a set of criteria taken from the caretakers' task-frequency list.

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 assessing caretaking standards there are many factors that should be considered 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 assessing 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 considered 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 influence 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 (SLA's)

Some council managed estates have Service Level Agreements (SLA's) 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.

Tenancy Management Organisations (TMO's) and Co-op's

In most instances TMO's and Co-op's are responsible for providing their own caretaking services and deciding the frequency of scheduled tasks.

TMOs and Co-ops are inspected by Estate Service Coordinators to the standards described in this manual.

It is left to the discretion of the TMO or Co-ops whether the Estate Service Coordinator inspection includes a grading component.

Estate Services roles and responsibilities

Estate Services manage several 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 task's caretakers are expected to complete at their intended frequencies please see page 10.

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 their Estate Service Coordinator.

Estate Services Coordinators (ESC's) and Quality Assurance Officers (QAO's)

Estate Services Coordinators and Quality Assurance Officers 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 agreed.
- Ensuring that all problems reported by the caretaker and other sources are managed and dealt with effectively and appropriately.
- Working in conjunction with Housing's Property Services to make communal improvements

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.

Estate 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 handles 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

This team is responsible for collecting lumber from designated points, where identified and estate grounds.

Caretakers should report lumber to the Bulk Refuse Team.

We aim to have lumber collected by the end of the working day.

Mechanised Road Sweeping Team

This 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.

The caretaking grading system explained

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

Grade 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

Grade 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 litter 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
- Will look like cleaning is taking place regularly

Grade 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

Grade D: Very Poor

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 part 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.

Caretaker 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 our caretakers are trained to nationally recognised and accredited cleaning standard
- 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.

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 includes 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 lost their structure and have become mushy or fragmented.

Litter

This includes mainly synthetic materials, often associated with smoking, eating, and drinking, which 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 forming the outdoor or external environment. For more information about Graffiti see page 15.

Task, location, and frequency

- C1 - Sweep all car parks/parking areas (twice weekly)
- C2 - Sweep all pathways and paved areas (three times a week), Sweep and clean roadways (up to 3 times a week)
- C3 - 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)
- C4 - Remove litter and leaves from grass areas and shrub beds (three times a week)
- C6 - Report and/or remove graffiti from communal areas Offensive graffiti (daily Mon-Fri)
All other graffiti (weekly)
- C7 - Check security of tank rooms (daily, Mon-Fri)
- C8 - Check caretaker has reported any faults with security of door-entry systems and other secure areas (daily)
- C9 - Wash external parts of hopper and surrounding wall and flooring (weekly)
- C10 - Clean all communal windows on doors/landings and staircases, internal and low-level external faces only (every eight weeks)
- C11 - Wash all ledges including internal windowsills (weekly)
- C12 - Check estate lighting replacing bulbs/tubes where necessary wipe clean shade and fitting before replacing (daily)
- C13 - Clean/dust light fitting external surfaces including shades/covers (four weekly)
- C14 - Sweep and wash stairs, landings (checks to be made daily to remove any fouling/sweep and wash weekly)
- C15 - Sweep and wash entrance halls and porch ways (daily)

- C16 - Clean handrails and ledges and banister rails (weekly)
- C17 - Check security of roof access (daily Mon-Fri)
- C18 - Sweep and wash lift floors and where necessary lower parts of walls (daily)
- C19 - Clean lift doors (internal). Clean lift car door panels and frames on all floors (external) (every four weeks)
- C20 - Remove scuffmarks and all other marks on doors landings and staircases (internal and low-level external surfaces only) (weekly)
- C21 - Clean/tidy dust chutes and bin chambers (daily)
- C22 - Sweep and wash bin chambers with disinfectant (twice weekly)
- C23 - Check security of intakes and sweep, removing all unauthorised items (weekly)
- C24 - Remove lumber from all internal and external areas to a safe storage point as necessary (daily)

Parking areas

Task frequency – Twice a week

Inspection sheet ref no. – C1

Description and aims of the task

- These areas should be swept, and litter picked including where the litter and detritus surrounds parked vehicles or other stationary objects.
- Caretakers should report to their Estate Services Coordinators any abandoned or illegally parked vehicles e.g., those without a valid tax disk or valid parking permit

Grade A



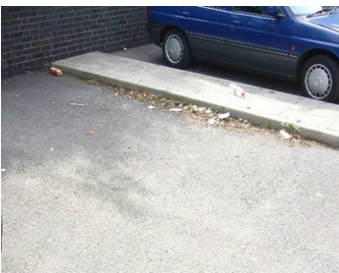
- Area is swept and free of litter and detritus; and
- Any abandoned or illegally parked vehicles have been reported to the relevant Estate Services Coordinators.
- Any bulk items have been reported with collection arranged.
- No hazardous materials

Grade B



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

Grade C



- Area has a noticeable build-up of litter and detritus; and
- Any abandoned or illegally parked vehicles have been reported to the relevant Estate Services Coordinator
- Any bulk items have been reported with collection arranged

- No hazardous materials

Grade D



- Area has excessive build-up of litter and detritus; and
- Any abandoned or illegally parked vehicles have been reported to the relevant Estate Services Coordinator
- Any bulk items have been reported with collection arranged
- No hazardous materials

Pathways, courtyards, and hard standing

Task frequency – three times a week

Inspection sheet ref no. – C2

Description and aims of the task

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

Grade A



- Area is clear of litter, detritus, weeds, and leaves
- Bulk items are not present or have been made safe
- No hazardous items
- Cleaning is taking place as planned.

Grade B



- Predominately free of litter, weeds, and detritus
- No accumulations
- Would require little work to return area to a grade A
- Bulk items are not present or have been made safe with collection arranged.

Grade 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

Grade D



- Excessive build-up of detritus, litter, and weeds; 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 ref no. – C3

Description and aims of the 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 be cordoned off, made safe and reported.
- The area should be completely free of broken, glass needles and other hazardous items.

Grade 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 are present
- Very few leaves.

Grade B



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

Grade C



- Noticeable quantities of litter and detritus

- No hazardous items, and play equipment is in good working order or has been cordoned off, made safe and reported.

Grade D



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

Grassed areas and shrubs

Task frequency – three times a week

Inspection sheet ref no. – C4

Description and aims of the 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

Grade A



- Area is completely free of litter and refuse.
- Bulk refuse is either not present or has been made safe and is awaiting collection.
- No hazardous items are present.

Grade B



- Area is predominately clear.
- Litter and refuse are present, but not to any great extent.
- Bulk refuse is either not present or has been made safe and is awaiting collection.
- No hazardous items are present.

Grade C



- Build-up of litter and refuse is noticeable but would not be considered excessive.
- Bulk refuse is either not present or has been made safe and awaiting collection.

- No hazardous items are present.

Grade D



- Build-up of litter and refuse is excessive and highly noticeable; and or
- Bulk refuse present that has not been made safe, or has not been reported; and or
- Hazardous items e.g., broken glass or needles present.

Graffiti

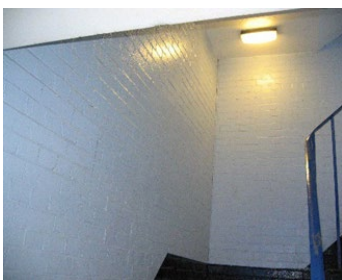
Task frequency – Offensive graffiti – daily, all other graffiti – weekly

Inspection sheet ref no. – C6

Description and aims of the 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

Grade A



- No graffiti is visible in the area.
- There may be 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.

Grade 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.

Grade C



- There may be instances of graffiti in the inspected area
- The graffiti that is present is not offensive.

Grade D



- There may be an excessive quantity of inoffensive graffiti.
- Offensive graffiti of any quantity will be awarded a D grade.

Chute Hopper

Task frequency – check, clear and report blocked chutes – Daily, Sweep, clean and wash – weekly

Inspection sheet ref no. – C9, C21

Description and aims of the 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. If bulk items are left in chute rooms, caretakers should remove, make safe and arrange for collection.

Grade A



- The whole area has been washed and disinfected recently and is relatively free of bad odours.
- The whole is clear of any litter, detritus, and refuse.
- Bulk items either not present, or have been made safe, with collection arranged.
- There are no hazardous items present.

Grade 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.

Grade C



- Noticeable quantities of litter detritus and refuse; and or
- Stains on the chute hopper or the floor.
- No hazardous items are present.
- Area is predominately clean.

Grade D



- Excessive quantities of litter, detritus, or refuse; and or

- Multiple stains on the chute hopper or floor; and or
- Bulk item(s) stored inappropriately or hazardous items.
- Area appears unclean, there may be offensive odours.
- The hopper is blocked and has not been reported.

Communal Windows and glazing

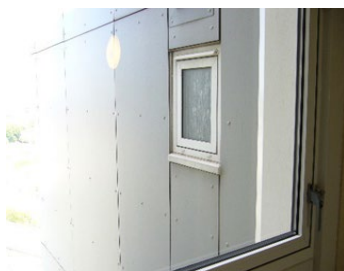
Task frequency – Clean windows - Eight weekly, Ledges and windowsills – Weekly

Inspection sheet ref no. – C10, C11

Description and aims of the task

- All internal windows and low-level external windows are cleaned once every eight weeks. All other low-level windows are cleaned by a contractor every 12-24 months.
- All marks, dirt cobwebs, stains and smears should be removed from the windows surface 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)

Grade A



- Window is clean and clear – no marks or smears (C10).
- Window frame and ledges clear of dirt, dust detritus and cobwebs (C11).
- Clear view through the window.

(In this photo the example given is the bigger window at the front of shot)

Grade B



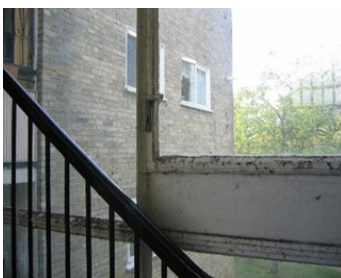
- Window is generally clean and clear any marks or smears are minor (C10).
- No or very few cobwebs.
- Minimal evidence of dirt, dust or detritus on window frame or ledges (C11).

Grade C



- Window has noticeable marks and smears (C10); and or
- Cobwebs; and or
- Build-up of dirt dust or detritus on window frames or ledges (C11).

Grade D



- Window displays excessive marks, smears, and splashes of dirt, to the extent it reduces visibility (C10 and or
- Excessive number of cobwebs; and or

- Excessive build-up of dust, dirt or detritus on window frames or ledges (C11).

Communal Lighting

Task frequency – three times a week

Inspection sheet ref no. – C12, C13

Description and aims of the 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

Grade A



- All light bulbs working (C12)
- Light and surrounding area free of dirt, marks stains, dust, and cobwebs (C13)
- Light shade is clean and translucent (C13)

Grade B



- All light bulbs working (C12)

- Light and surrounding area generally free of dirt, dust, cobwebs, and stains (C13)
- Light shade is generally clean (C13)

Grade C



- All light bulbs working (C12)
- Noticeable levels of dirt dust and cobwebs and around light (C13)
- Light shade is not clean (C13)

Grade D



- One or more light bulbs is defective (C12); and or
- There may be excessive build-up of dirt, dust, and cobwebs on and around the light (C13); and or
- The light shade may be noticeably very dirty (C13)

Floors

Task frequency – Weekly

Inspection sheet ref no. – C14

Description and aims of the task

- The area should be swept and all litter, refuse, detritus and chewing gum should be removed so that the area is completely clear
- The floor should be washed to remove detritus, marks, and stains to leave the areas 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, or pooled fluid.

Grade A



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

Grade 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.

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.

Grade D



- Excessive build-up of litter, detritus, or refuse; and/or
- Many removable marks and stains that are highly visible.
- It is unlikely that cleaning is taking place as planned in addition 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 bannisters – Weekly, Remove scuff marks – Weekly

Inspection sheet ref no. – C14, C16, C20

Description and aims of the task

- All floors should be swept and be free of litter, detritus, and refuse
- Stairs, surrounding walls and bannisters should be washed.
- Rails bannisters and ledges should be brushed and cleaned

- Any surrounding windows or glazing should be clean and smear free
- Lumber should be removed if necessary and made safe with collection arranged

Grade A



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

Grade B



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

Grade C



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

Grade D



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

Entrances, halls, and lobbies

Task frequency – daily

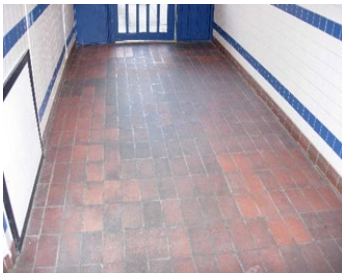
Inspection sheet ref no. – C15

Description and aims of the 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 the 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.

Grade A



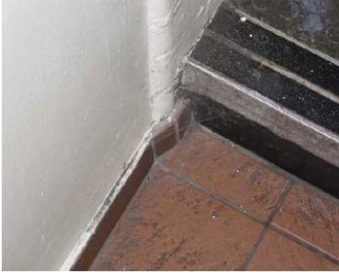
- Area is swept and free of litter, refuse or detritus.
- Area looks clean and there are no visible removable marks, stains, or detritus.
- Bulk items removed or if necessary, made safe and reported.
- Area looks well maintained and clean.

Grade B



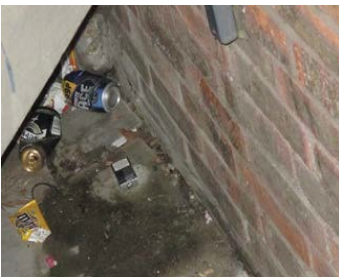
- Area is not completely free of litter detritus or refuse but is generally clear.
- Very few removable marks and stains visible.
- Bulk items removed or made safe and reported.
- Area requires little attention to return it to 'A grade'.

Grade C



- Area has not been swept resulting in noticeable build-up of litter, detritus, or refuse.
- Many visible removable marks and stains.
- Bulk items removed or made safe and reported.
- No evidence that cleaning is taking place as planned.

Grade D



- Excessive build-up of litter, detritus, or refuse.
- Removable marks and stains are highly visible.
- A 'D grade' area may also have lumber in an unsafe position or other Health and Safety hazards e.g., feces, sharp objects, or pools of water.

Lifts

Task frequency – Floors and wall lower walls – Daily, Doors, door panels and door frames - every four weeks

Inspection sheet ref no. – C18 and C19

Description and aims of the task

- Floors should be swept and washed to remove all litter, detritus, marks, and stains including any dirt that may have accumulated in the corners or the door tracks.

- Walls and internal and external doors, door frames and door panels should be cleaned to remove marks, stains, detritus, and graffiti.
- Caretakers are expected to test alarm bells and report out of order or defective lifts to Housing Direct or to their ESC.

Grade A



- Floor is clear of litter, detritus, marks, and stains.
- There is no build-up of litter or detritus in the corners.
- Walls and doors are clean and free of removable marks, stains detritus and graffiti.
- Alarm bells are working and if defective have already been reported to Housing Direct.

Grade B



- There may be litter or detritus present but in minimal quantities.
- The corners are clear of any built-up detritus or litter and the floor appears clean.
- Walls, doors are predominately clear and clean.
- Alarm bells are working, defective lifts have been reported.

Grade C



- Build-up of litter and detritus are noticeable; and or
- Dirt and detritus in the corners or on the lower walls; and or
- Some removable stains can be viewed on the walls.
- Alarm bells are working defective lifts have been reported,

Grade D



- Excessive build-up of litter and detritus on floor; and or
- Many removable marks and stains are highly visible on walls and doors; and or
- Health and Safety hazards present; and or
- Alarm bells are not working, or the defective lift has not been reported.

In this photo the build-up of dirt and grime is so great that it has obscured the true colour of the floor.

Internal walls

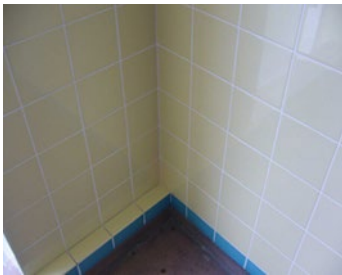
Task frequency – weekly

Inspection sheet ref no. – C20

Description and aims of the task

- To remove all marks, stains, detritus, cobwebs, and graffiti so that walls appear clear of removable marks and surfaces are clean
- 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 graffiti vandalism and repairs work

Grade A



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

Grade B



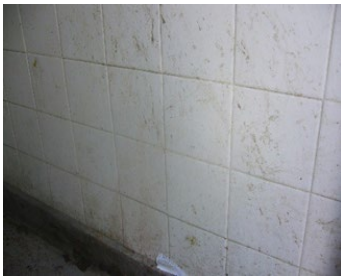
- Low wall is generally clean few marks and stains etc.
- Skirting boards appear clean with only minor accumulations of dirt detritus.
- No graffiti.
- Walls appear clean.

Grade C



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

Grade D



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

Bin chambers

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

Inspection sheet ref no. – C21, C22

Description and aims of the task

- To ensure that bin chambers do not become unclean, odorous and attract vermin, checks should be made daily 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 disinfectant

Grade 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.
- Chambers are washed through out.

Grade 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.
- Chambers are washed throughout.

Grade 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.

Grade 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 chambers are not clean or washed and/or offensive odour.

Bulky refuse and recycling

Task frequency – Daily

Inspection sheet ref no. – C24

Description and aims of the task

- Also referred to as 'lumber' or 'bulky waste' this relates to non-refuse items that have been disposed of on estates.
- If a 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 or where it can be left safely. The caretaker will then contact the council's Mechanised Services 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.
- Where lumber has been left in a 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 Mechanised Services team. Estate Services will also

investigate lumber to ensure that it has not been dumped by a private contractor on the estate.

- Caretakers should always apply manual handling guidelines when dealing with or removing lumber.

Grade A



- The area is either completely free of lumber or:
- Any lumber that is present is stored appropriately and secured in a designated lumber point and has been reported by the caretaker and lumber crew.

Grade B



- There may be small, single items of lumber present in a non-designated area but that are not obstructing a walkway or exit, and which have been left securely.
- No lumber that is unsecured or blocking a walkway or exit.

Grade C



- There may be items of lumber in non-designated areas, but that does not represent a health and safety hazard.

Grade D



A grade D area may have:

- Lumber left in a way that is unsecured, or inappropriate, or:
- In excessive quantities of lumber left in an undesignated area, or:
- Lumber is blocking exits or walkways.

Intake cupboards

Task frequency – weekly

Inspection sheet ref no. – C23

Description and aims of the task

- It is important that these areas are kept to a high standard to ensure both cleanliness and appropriate Health and Safety standards are maintained.
- Cupboards should be checked, swept, and left clear, including the removal of bulk items, builder's rubble, debris, and litter
- These rooms should be kept locked, and locks should be checked with any defects reported

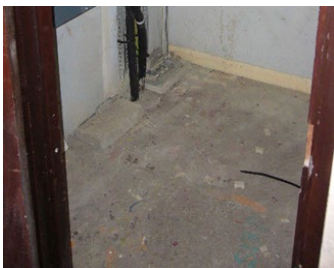
- All unauthorised items should also be reported
- There should be free access to electrical cupboards

Grade A



- Area is swept clear.
- All locks are working if defective have been reported.
- No bulk items or builder's rubble.
- No unauthorised items.

Grade B



- Area is predominately swept and clear. Only minimal amounts of dust, litter, and detritus.
- All locks are working or if defective have been reported.
- No bulk items or builder's rubble.
- No unauthorised items.
- Free access to electrical cupboards.

Grade C



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

Grade 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 builder's rubble; and or
- Unauthorised items.
- Blocked access to electrical cupboards.

Management duties-roof access, security doors and tank rooms

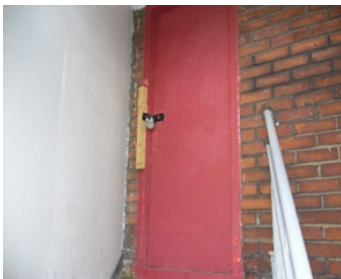
Task frequency – roof access - daily (Mon - Fri), Tank Rooms – daily (Mon – Fri) Security Doors – report faults

Inspection sheet ref no. – C7, C8, C17

Description and aims of the task

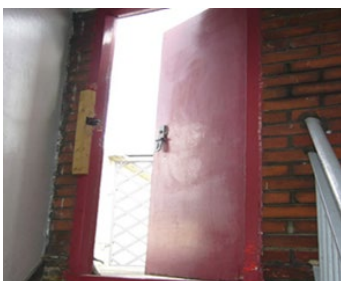
- These are tasks that require areas such as roof access, security doors and tank rooms to be secured.
- If the area has been secured appropriately it is an A grade
- If the area has not been secured properly it is a D grade
- There are no B or C grades for management duties.
- The area is only required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

Grade A



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

Grade D



- The area has not been secured appropriately.
- There is free access to a secure area.

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 the Estate Service team using the details listed below.

Estate Services

Tel: 020 7527 5300

Email: estate.services@islington.gov.uk