

## **CONTACTING THE CARETAKER**

The Caretaking staff have mobile phones which allows a quick response to request/queries raised through the office. This also allows the caretaker to contact the office or supervisor a well.

You can contact the Caretaker Service

**By Phone:- 01752 224821**

**By Facsimile (fax):- 01752 673519**

Messages can be left outside of office hours

**You can also write to:-**

**11 Lower Compton Road  
Mannamead  
Plymouth PL3 5DH**

**The Caretaking Service By E-Mail  
caretaking@plymouth.gov.uk**

# *Caretaker Service*



# CARETAKER SERVICE - PROVIDING A SERVICE CITY WIDE

## WHICH PROPERTIES HAVE A CARETAKING SERVICE?

Generally speaking flats and maisonettes which are in blocks and have communal facilities and areas.

## WHAT CARETAKING DO I RECEIVE?

This depends on the type of building, and level of service provided.

We provide three types of Caretaking

### Wardens

Caretakers who have responsibility for usually one site, and are present for 37 hours/5 days per week. An emergency service is also available for out of hours. This service is available 7 days per week, and for 24 hours a day. An example of this would be where a full time Caretaker is based at one of the City's Tower Block developments.

### Estate Caretakers

Caretakers who have allocated multiple sites, usually in one area. Example - This would be a Caretaker who is responsible for the blocks at Granby Way, Devonport.

These caretakers have set amounts of time for each block/area. This time is allocated by the level of service.

### Mobile Teams

Caretakers who cover the whole city in sites not requiring either Wardens or Estate Caretakers.

Some of these areas only require minimum levels of service i.e. checking communal lights.

We also provide a small team who daily collect and dispose of larger items - for example fridges, televisions..

## WHAT DOES THE CARETAKER DO?

Caretakers in the main, are responsible for communal areas - that is courtyards, laundries, communal stairs. In these areas we provide a litter clearance and cleaning

service, checking communal lighting, ensuring that communal facilities are safe and in good condition. The caretaker also reports repairs, for example door entry systems, broken windows, lighting problems, vandalism. The Caretaker also organises removal of large bulk items.

Where there is a laundry provided we carry out a daily safety check, prior to opening. Caretakers also check lighting and report repairs within the laundry.

All caretakers are trained to the British Institute for Cleaning Services (B.I.C.S.) level one. This ensures best practices are applied to use of both chemicals and equipment.

A detailed specification of what is provided for your block is available at your local housing office, from the Caretaking depot by phoning or writing or from the housing section of the Plymouth City Council website.

## WHAT HAPPENS IF MY CARETAKER IS NOT AVAILABLE?

If the caretaker is not available, temporary cover is arranged as soon as possible. This may be arranged by use of mobile teams, or using caretakers from nearby sites.

## HOW IS THIS SERVICE PAID FOR?

The type of Caretaking service your receive, Warden, Estate Caretaker or Mobile Team, sets your level of payment.

For tenants and leaseholders the cost of the service is added to the charges for other communal facilities. Tenants are charged weekly with their rent, leaseholders receive an annual service charge bill, which can be paid monthly.

01752 224821