

Housing Regulation Panel

Caretaking Service Standard

Recommendations For Improvements	SMART Requirements for Improvements	How this will be evidenced to HRP by (date)	ACTIONS TAKEN (email confirmation from City Homes)
<ul style="list-style-type: none"> • Caretaking Service Agreements made more widely available to tenants and leaseholders 	<ul style="list-style-type: none"> • Leaflets available at the Customer Service Centre Reception • Leaflets available at the Area Offices Receptions • Caretaking Service Agreements easily accessible on the Council's website • Leaflets included in the new tenant pack on sites which have caretakers 	<ul style="list-style-type: none"> • HRP Chair notified that leaflets are available by 30 November 2012 • Update report for HRP meeting 8 January 2013 • Confirmation to HRP Chair by City Homes, by 30 November 2012, that leaflets are included in the new tenant pack 	<p>SOUTH Service agreements updated. A new section created and added to the web. Leaflet pdfs passed to staff for one-off prints. Leaflet to be made more design friendly.</p> <p>NORTH Caretaking Service Agreements are clearly displayed in the reception area, and copies available for tenants to take. Copies are also enclosed with</p>

			letters to tenants receiving the Caretaking Service. Copies also included in the new tenants' pack.
<ul style="list-style-type: none"> • Caretaking Service performance information 	<ul style="list-style-type: none"> • System developed for keeping performance information 	<ul style="list-style-type: none"> • Update report for HRP meeting 8 January 2013 	Green Inspector information to be recorded separately. Caretakers site tab made on Estate Liaison spreadsheet.
<ul style="list-style-type: none"> • Caretaking Service Agreement for Molewood Close amended 	<ul style="list-style-type: none"> • Caretaking Service to include sweeping the front door areas (AL verbally confirmed these areas are not communal but individual) 	<ul style="list-style-type: none"> • Update report for HRP meeting 8 January 2013 	NORTH Leaf blower purchased and all front entrances cleared on this occasion. Residents being advised to take responsibility for these areas once cleaned.
<ul style="list-style-type: none"> • Procedure for caretakers to report issues which prevent them from carrying out their duties 	<ul style="list-style-type: none"> • City Homes to record data to include issues reported and action taken 	<ul style="list-style-type: none"> • Evidence report including data for HRP meeting 8 January 2013 	SOUTH Estate Champion will report issues preventing

<p>in full to be used robustly and monitored</p>			<p>caretakers from carrying out their duties. NORTH Agreement with Customer Service Centre that should caretakers report fly-tipping, obstructions etc., to get these removed without seeking permission from the Housing Officers. This is working well.</p>
<ul style="list-style-type: none"> • Repair/replacement of broken rubbish chute doors and clearance of blockages 	<ul style="list-style-type: none"> • Chute doors and blockages attended to when reported by caretaker/residents 	<ul style="list-style-type: none"> • Number of chute doors and blockages attended to notified to HRP Chair by 30 November 2012 	<p>SOUTH East Road caretaker has reported the bin chute for repair and has recorded the date and job number.</p>
<ul style="list-style-type: none"> • Deep clean of Kingsway Community Room 	<ul style="list-style-type: none"> • Clean carried out 	<ul style="list-style-type: none"> • HRP Chair notified that the clean has been carried out by 30 November 2012 	<p>NORTH Kingsway Community Room cleaned in November 2012 and cleaning being kept up.</p>

<ul style="list-style-type: none"> • Replacement of “No Smoking” signs and Fire Notices where they are not displayed 	<ul style="list-style-type: none"> • Signs and notices displayed where required 	<ul style="list-style-type: none"> • Details of replacements notified to HRP Chair by 30 November 2012 	<p>SOUTH Caretakers supplied with “No Smoking” signs. Hanover/Princess Courts caretaker uses these in the lifts. East Road has acrylic signs fitted.</p> <p>NORTH No Smoking signs are being replaced as and when required or identified.</p>
<ul style="list-style-type: none"> • ID badges for South City Caretakers 	<ul style="list-style-type: none"> • ID badges issued and caretakers reminded to wear them 	<ul style="list-style-type: none"> • HRP Chair notified that these have been issued with the reminder by 31 October 2012 	<p>SOUTH ID badges and cards issued to South Caretakers</p>
<ul style="list-style-type: none"> • Problems caused by “street life” people at East Road flat blocks addressed 	<ul style="list-style-type: none"> • Details of agencies City Homes liaise with together with some examples of action taken 	<ul style="list-style-type: none"> • Update report for HRP meeting 8 January 2013 	<p>SOUTH East road garages gate repaired so nuisance vagrants cannot access.</p> <p>NORTH To tackle ASB in East Road and Bermuda Terrace there are</p>

			regular meetings with PCSOs who report issues to Street Life Officers, reporting back to City Homes when required.
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SMART Improvements discussed on 9 October 2012, amended, and then agreed by Area Housing Managers with HRP Chair on 26 October 2012

City Homes

Sandra Farmer and Andrew Latchem
(Area Housing Managers)

Housing Regulation Panel

Stan Best
(HRP Chair)