

Caretaking Service



Which properties have a caretaking service?

These are usually 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 the level of service provided.

Wardens – who are they?

They are caretakers who have responsibility for usually one site and are present for 37 hours, five days a week. An emergency service is also available for out-of-hours. This service is available seven 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.

What does the caretaker do?

Caretakers are generally responsible for communal areas, that is, courtyards and laundries and communal stairs in tower blocks. 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 and vandalism. The caretaker also organises removal of large bulk items.

Where a laundry is 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 (BICS) level one. This ensures best practice in the use of both chemicals and equipment.

A detailed specification of what is provided for your block is available on request at your local housing office or by contacting the Caretaking Service (details are at the end of this leaflet).

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 using mobile teams or caretakers from nearby sites.

How is this service paid for?

The type of caretaking service you 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.

Contacting the caretaker

The caretaking staff have mobile phones which enable them to provide a quick response to requests and questions passed to them by the depot and to enable them to contact other departments.

You can contact the Caretaking Service:

- By phone – 0800 917 9455 (messages can be left outside office hours).
- By email – via www.plymouthcommunityhomes.co.uk
- By writing to –
The Caretaking Service
Prince Rock Depot
Macadam Road
Plymouth
PL4 0RZ





Plymouth Community Homes Limited
Princess Court, 23 Princess Street,
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