



Information for residents

Which properties have a caretaking service?

There is a caretaking service in flats and maisonettes which are in blocks with common facilities and areas.

We recognise that residents who live in flats have different needs from those who live in houses. Also you live in very close communities where neighbours can easily disturb each other. There are usually shared facilities and areas, such as door-entry systems, stairways, corridors, gardens and bin stores.

What does the caretaker do?

Our caretakers aim to:

- make sure common areas are kept clean and tidy
- keep landscaped areas, including lawns, maintained to a high standard



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- do some minor repairs and report more complicated repairs to our maintenance section
- make sure tenants keep to the terms of their tenancy agreement.

Why have service standards?

After consulting residents, we have set some service standards so that you are clear about the level of service you can expect from us. We involve residents in monitoring these standards, and will let you know how we are doing from time to time.

What standards of service can I expect?

- We will sweep and mop the floor of internal communal areas every week.
- We will dust all internal surfaces in the common areas every week.
- We will remove any health hazards as soon as we can, usually within 24 hours.
- We will check the communal areas weekly for repairs, organise those repairs and ensure they are done within the published timescales.



- We will cut any lawns around the flats at least once every two weeks during the growing season (April–September), weather allowing.
- We will carry out weed-killing on the paths and other communal areas around your block twice a year.
- We will prune shrubs and bushes around your block once a year.
- We will arrange for offensive graffiti to be removed within 24 hours of it being reported. Other graffiti will be removed within 1 week of it being reported.
- We will pick litter from shared yards every week.
- We will replace any broken light bulbs in shared areas at the earliest opportunity. This should be within 1 working day of being reported.
- We will visit all new tenants in flats during the first week of their tenancy to explain the facilities and services provided.

How do you make sure that the standards are kept?

Every month we will send a questionnaire to a random sample of residents, asking for your views on the standards of service you are



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receiving. We also inspect the flats regularly and ask residents to help us with these inspections. To find out more about becoming a resident inspector, please contact us.

How is the service paid for?

All residents living in the block have to pay towards the cost of this service. Tenants are charged weekly with their rent, and leaseholders get an annual service charge bill, which they can ask to pay weekly.

How do I contact the caretaker?

If you wish to speak to your caretaker, you can talk to them while they are working in your block. Alternatively ask the local office to arrange a meeting.

What are the residents' responsibilities?

When you live in a block of flats where there are common areas it is important that everyone plays their part in keeping the area clean and shows

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respect towards the other people living in the block. Your behaviour and the behaviour of your visitors can have a big effect on others, so make sure that you always act considerately.

To help ensure a clean, safe and secure environment for you and your neighbours, you must keep to these rules:

- Dispose of your rubbish properly.
 - ◆ Put your wheelie bin out for collection on the correct day and put it back afterwards.
 - ◆ Don't put bulky items of household furniture, for example beds or fridges, out for collection until you have arranged for them to be taken away.
- Treat our employees with courtesy at all times.
- Ensure that door-entry systems are used properly and make sure the main door is closed after you.
- Report any anti-social behaviour.
- Respect your building and help us keep it a safe and pleasant place to live.



How do I make complaints and suggestions?

If you are unhappy with any service we provide to your block, please report it to a caretaker, who may be able to sort out the problem there and then.

We are committed to providing a high-quality service to all our customers, so if you are unhappy with our service please tell us, so we can put it right. We also welcome your suggestions on how we can improve the service.

For more information please contact us at:

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Tel (01670) 542000

www.blythvalleyhousing.com

You can visit any of our Local Area Offices

Removal of bulky items of household furniture contact
Streetcare Services on 01670 542000 or call into any local office.

All our publications can be made available
in large print, Braille, on audiotape and
in the following languages:

Arabic

يمكن توفير كافة منشوراتنا بالخط الكبير أو بطريقة بريل (باللغة الإنكليزية فقط) أو على شريط كاسيت صوتي وباللغة العربية. للمزيد من المعلومات الرجاء الاتصال بضابط الإسكان المسنول عن منطقتك المحلية أو بلزلي سوان على الرقم 01670 542093 .

Mandarin

我们所有刊物都提供有大字印刷、盲字印 (只限英语)、录音磁带和中文。有关详情，请与您的地方房屋办事处联络，或拨打 01670 542093 与 Lesley Swan (莱斯利 . 斯旺) 联络。

Punjabi

ਸਾਡੇ ਸਾਰੇ ਪਰਚੇ ਅਤੇ ਕਿਤਾਬਚੇ ਵੱਡੇ ਅੱਖਰਾਂ ਅਤੇ ਬ੍ਰੇਲ ਵਿਚ (ਸਿਰਫ਼ ਅੰਗਰੇਜ਼ੀ ਵਿਚ), ਆਡੀਓ ਟੇਪ 'ਤੇ ਅਤੇ ਪੰਜਾਬੀ ਵਿਚ ਮਿਲ ਸਕਦੇ ਹਨ। ਵਧੇਰੇ ਜਾਣਕਾਰੀ ਲੈਣ ਲਈ ਅਪਣੇ ਨੇੜੇ ਦੇ ਏਰੀਆ ਹਾਊਸਿੰਗ ਆਫਿਸ ਨਾਲ ਜਾਂ ਲੈਜ਼ਲੀ ਸਵੈਂਨ ਨਾਲ ਫ਼ੋਨ ਨੰਬਰ 01670 542093 'ਤੇ ਗੱਲ ਕਰੋ।

Bengali

আমাদের সকল প্রকাশনা বড় প্রিন্ট আকারে, ব্রেইল (শুধুমাত্র ইংরেজীতে), অডিও টেপে এবং বাংলায় পাওয়া যেতে পারে। আরও তথ্যের জন্য দয়া করে আপনার স্থানীয় এলাকার হাউজিং অফিসে যোগাযোগ করুন অথবা লেসলি সোয়ান কে 01670 542 093 নাম্বারে ফোন করুন।

Hindi

हमारा सारा प्रकाशित मवाद बड़े अक्षरों की छपाई, ब्रेल (केवल अंग्रेज़ी), ऑडियो टेप और हिंदी में भी उपलब्ध कराया जा सकता है। ज़्यादा जानकारी के लिये कृपया अपने लोकल ऐरिया ऑफ़िस या लेज़ली स्वान (Lesley Swan) से फ़ोन नंबर 01670 542093 पर संपर्क करें।

Urdu

ہماری تمام اشاعتیں بڑے حروف کی چھپائی، بریل (صرف انگریزی)، آڈیو کی چھپائی، یا 'لیرنی سوان' (Lesley Swan) سے فون نمبر 01670 542093 پر رابطہ کریں۔ مزید معلومات کے لیے برائے مہربانی اپنے مقامی 'ایریا آفس' یا 'لیرنی سوان' (Lesley Swan) سے فون نمبر 01670 542093 پر رابطہ کریں۔

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