

Identification of Post

Division:	City Housing Directorate	Designation:	Neighbourhood Caretaker
Section:	Housing Management Neighbourhood Services	No of Posts:	TBA
Sub-Section	Quadrant/Neighbourhood	Grade:	GR3

Job Summary

Responsible for the inspection, maintenance and cleansing of estates/communal housing land/sites within the quadrant boundary. You will be required to supervise estate caretakers. You will be expected to assist the public in a polite and helpful manner in accordance with the **Employer's Customer Care Policy**.

To complete regular health and safety, cleansing, maintenance and inspections as appropriate with the emphasis on maintaining quiet, clean, green and safe communal areas/neighbourhoods and helping to deter Anti-Social Behaviour.

You will have responsibility for neighbourhood caretaking schemes and associated communal areas and for communal housing land and sites in the wider quadrant. Your activity in the wider neighbourhood will depend on service needs.

Your key role is to improve/maintain the 'kerb appeal' of communal housing land/sites and neighbourhoods. This may include sheltered housing schemes.

Activity in tenants homes/gardens may on occasions be required for emergencies. Any activity other than emergency work should be agreed with/directed by your housing officer/street scene co-ordinator/housing manager/supervising officer.

To act as first point of contact for the residents in respect of estate service and maintenance issues, responding to queries in a positive and helpful manner.

To ensure a full and effective cleaning and maintenance service is delivered to communal areas within multi storey and low-rise blocks of flats and external areas, other sites as necessary.

Your activity will not be restricted to any one neighbourhood caretaking scheme and you will be required to undertake work in the wider housing neighbourhood. E.G. garage sites, accessways, drying areas. This will depend on service needs and be determined in liaison with your housing officer, street scene coordinator/housing manager.

To work with other estate based staff, colleagues, contractors and both internal and external partners. E.G. Fleet and Waste Management, Parks, Repairs Service and contractors.

To forge relationships with residents and the local community, including RSLs and other **landlords that promote service improvements, increased residents' responsibility for their surroundings and resident satisfaction.**

Job Summary Cont'd.....

The above summarises the scope of the work that will be required within each neighbourhood. However the volumes of each particular aspect of work may vary depending on local needs and priorities and the property types within the neighbourhoods. Therefore, flexibility within the role and the working hours will be required to meet the needs of the particular neighbourhood.

You will be required to supervise staff (estate caretakers) and this will include managing performance, attendance, leave, health and safety etc.

Job Content

4. General Cont'd....

4.1 Cleaning duties - communal areas to multi storey and low rise flats

Note: Graffiti removal carried out in accordance with appropriate materials/process for the surface being treated so as **not** to damage the fire resistance of the surface type or to increase potential fire hazard.

4.2 Patrols to blocks and neighbourhood

A daily patrol (Monday to Friday) of the neighbourhood/s will be undertaken as appropriate to ensure the blocks/neighbourhood is kept clean and tidy and environmentally attractive. The following duties apply as part of this process:

- a) Monitor and where appropriate remove/arrange for the removal of rubbish as soon as practical to do so within neighbourhood boundary.
- b) Work with tenants and other BCC colleagues and other partners to encourage social responsibility for keeping the local environment/blocks clean, safe and tidy. This may require you to identify perpetrators and support actions/provide evidence that may result in tenancy condition enforcement actions or other Enforcement/Legal actions.
- c) Remove litter/rubbish (including bulky items) as soon as practical to do so left within the neighbourhood boundary.
- d) Remove growth and weeds to pathways/accessways on discovery.
- e) Report suspected empty properties/monitor security to empty properties.
- f) Record and monitor work completed by other Directorates for discussion at Performance/Service Level Agreement and Contractor Performance Meetings. Work positively to resolve issues collectively.
- g) Trim or remove overgrowth, hedges and shrubs to walkways, pathways, alleyways, drying areas and communal housing land and remove rubbish/waste from these areas too.
- h) Monitor tree conditions on Housing Department land and report any issues to the relevant officer/agency.
- i) Follow the correct procedure to remove abandoned and nuisance vehicles.
- j) Record all incidents of nuisance and antisocial behavior and attempt to resolve minor incidents of breaches in tenancy conditions such as inappropriate parking, overgrown **gardens, inappropriate children's play, noise and other nuisance. Notify housing officer/housing manager/street scene coordinator where necessary.**
- k) Maintain a visible presence to encourage acceptable standards of behavior and be easily contactable for residents and colleagues.
- l) Assist vulnerable tenants with gardening (only via prior agreement with the housing officer/housing manager/street scene coordinator).

Job Content

4. General Cont'd....

4.2 Patrols to blocks and neighbourhood

- m) Paint external shed, fences and garage doors and frames
- n) **Remove rubbish etc...and large items of waste from communal areas via a** Tipper or other suitable vehicle. This will require you to load items on site and unload at designated Waste Disposal Sites and drive large vehicles. (Subject to training)
- o) Play an active role in supporting recycling initiatives and other means of reducing littering; fly tipping and inappropriate behavior from tenants and citizens that affect the environment in a negative way. Advise and support tenants and citizens in the appropriate disposal of waste including bulky items.

4.3 Inspections of communal areas

Inspections will be undertaken by the neighbourhood caretaker in terms of safety and cleanliness within both internal and external communal areas. Hazards and other problems identified will be rectified or, if necessary, notified to the relevant agency/officer. This will include the following items:

- a) Check fire extinguishers are in place, fully charged and the correct type.
- b) Check controlled door entry systems, electrical/MEB cupboards, etc., are maintained and in a safe and secure state in conjunction with the colleagues, partners and emergency services, where applicable.
- c) Check communal lighting to all areas and where necessary replace defective bulbs and tubes following training and in accordance with appropriate risk assessments. If more appropriate and if health and safety is not compromised, report to Repairs Service.
- d) Check roof areas for security and protection of equipment.
- e) Check lift motor rooms to ensure door is secured and firefighting equipment is in order.
- f) Check tank room, TV Ariel room and dry riser cupboards for security and protection of equipment.
- g) Check refuse chutes for blockages. Where a blockage occurs take appropriate action to remedy.

Note: During these inspections any rubbish found should be removed, any minor communal repairs shall be completed or programmed for completion within required timescales as required. If more appropriate, report to the repairs service for the attention of the repairs contractor.

Any issues that arise from the block or neighbourhood inspection/patrol that is out of the scope of the neighbourhood **caretaker's** work shall be reported and recorded immediately to the relevant directorate/agency to resolve and monitored to completion. Any failure in performance of other Departments or Contractors to correct the issues with a reasonable timescale shall be reported to the housing officer, housing manager, street scene coordinator.

Where necessary, take action in respect of the estate caretakers under their control.

Job Content

4. General Cont'd....

4.3 Inspections of communal areas

- h) Complete necessary health and safety paperwork with regard to health and safety inspection, including Hous1776 and Hous1774. Or (if applicable) ensure these have been completed and related actions taken by the estate caretaker/s
- i) You may be required to undertake health and safety inspections of common rooms and communal areas and related tasks at sheltered housing schemes
- j) You need to ensure that relief room and storage facilities are inspected and maintained/used appropriately and meet the required health and safety regulations.
- k) You need to ensure that you carry out audits of high and low rise blocks and complete necessary paperwork for performance/health and safety requirements.
- l) You need to ensure that you follow appropriate procedures for ordering/using equipment and materials for your role.
- m) You are responsible for carrying out vehicle safety checks and ensuring the vehicle is safe/road-worthy, reporting/auctioning any repairs/maintenance works as necessary. Works vehicles can only be used for the purposes of work activity and journeys/mileage details are to be recorded.
- n) You will be required to participate in walkabouts and estate assessments with colleagues, residents and partners.

4.4 Completion of minor repairs/kerb appeal works.

Following a comprehensive training programme, Neighbourhood Caretakers will be required to complete minor repairs both to communal areas as appropriate, ensuring compliance with Health and Safety procedures. The type of repairs you undertake should focus on communal areas. Your priority should be to improve and help maintain the kerb appeal of those areas. Therefore, where possible and practicable, your repairs activity needs to focus on works that are not covered by the repairs contractors (emergencies aside). This should not however be to the detriment of the local environment and **residents' quality of life and health and safety should not be compromised**. Repairs carried in tenants homes should be on an emergency needs basis only. Seek clarification from your supervising officer where necessary. These duties will include:

- a) Carpentry
 - b) Plumbing (does not include gas)
 - c) Painting
 - d) Glazing
 - e) Minor electrical work – electric supply, time clock, fuses, light bulbs, trip switch
 - f) Minor external maintenance – minor repairs, slabbing/paving, fencing
communal gardening – pruning, weeding, grass cutting, site clearance
- The repair requests will be completed in order of priority as deemed by Legislation requirements/ Policy

Job Content

4. General Cont'd.....

4.5 Other Duties

Other duties include:

- a) As the first point of contact for the residents the Neighbourhood Caretaker will be responsible to ensure appropriate action is taken which may include contacting other directorates/agencies or in more serious cases will contact the emergency services on behalf of the residents
- b) **Attend HLB's and other local residents meetings, outside of normal office hours, as necessary.**
- c) Offer any assistance as necessary, to tenants during the lift failure ensuring that release is secured by appropriate methods, in conjunction with the emergency services/assigned contractor.
- d) Keep paths to front and rear entrances of blocks and pathways connected to elderly **persons' accommodation (schemes) free of leaves, rubbish, litter and clear of snow and ice and gritted as necessary or as appropriate.**
- e) Produce and deliver newsletters, leaflets and other correspondence locally, as necessary.
- f) Monitor the occupancy of properties in the neighbourhood and report any suspicious or unusual occurrences to relevant supervising officer.
- g) Ensure that any residents with special requirements/particular needs are given appropriate advice/assistance. Maintain regular and constructive contact with such residents, which may include some direct assistance and liaison with appropriate agencies.
- h) Apply and manage the vehicle procedure and maintain appropriate records.
- i) Attend Service Level Agreement meetings with other BCC Directorates, contractors and external agencies, both on site and in an office location, and recommend service improvement measures where appropriate.
- j) **Identify and take appropriate action with regard to contractors' unsatisfactory performance, e.g. low rise cleaning, repairs service, grounds maintenance service.**
- k) Issue works instructions to contractors working on housing communal areas/land.
- l) Assist with all queries in a polite and helpful manner in accordance with the Customer Care code.
- m) Report concerns of tenant or citizen vulnerability or matters of safeguarding to your housing officer, street scene coordinator, housing manager immediately. Ensure that staff you supervise are aware of this responsibility for them to so too.

Job Content

4. General Cont'd...

4.5 Other Duties

- n) Carry out day-to-day supervision of estate caretakers (at other locations where required), including work allocation and monitoring employment related issues. This will include:
- Performance Management
 - Setting targets/priorities
 - Giving instructions
 - Identification of training needs through 1 to 1's and My Appraisal's.**
 - Provide training as necessary
 - Sickness monitoring in accordance with the City's Managing Attendance Procedure**
 - Return to Work interviews
 - Undertake Risk Assessments and issue safe working guidance.
- o) Your work in the wider housing neighbourhood may be to deal with emergencies or be part of a planned programme of works. This will be determined by your supervising officer/manager. It will include an inspection, cleansing and maintenance regime of housing land/sites/ such as garage sites, drying areas, accessways and low rise blocks.
- p) To assist residents and maintain the local environment you will be required to contact/liaise with other council departments, agencies and emergency services.
- q) Report issues with regard to tenant vulnerability and safeguarding to your supervisor immediately and ensure your estate caretakers of aware of their responsibility to do so too.

5. Work Complexity

Carry out inspections, minor repairs, kerb appeal and cleaning and rubbish removal tasks.

Identify record, report and monitor matters relating to performance, repairs and health and safety. Escalate to your supervisor as necessary.

Ensure work undertaken is in accordance with safe working practices.

Record resident enquiries and take appropriate action to resolve effectively.

Determine any compliance issues affecting other employees/contractors

Work with and support the development of trainees and apprentices.

Where applicable, cover tasks due to colleague absence/leave (E.G. area neighbourhood caretakers, estate caretakers outside of your scheme/s). This will include covering essential tasks around health and safety and cleansing – E.G. Health and Safety/block inspections and emergency cleaning, maintenance and rubbish removal.

Ensure that duty rotas of estate caretakers are put in place to ensure service standards and service delivery is consistently met.

6. Contacts

Contact:

Voluntary Bodies, Other Council Departments, Elected Members, Pressure Groups, Tenants/customers of the Council, Officers of the Council, Statutory Bodies, Housing Organisations.

Purpose:

In providing a comprehensive housing service, respond to enquiries, give advice and information all in accordance with Departmental policy

7. Decisions made

A range of day to day decisions on a number of housing management issues.

8. Creative work

Liaison with tenants/customers to enhance their living environment and tenant/customer satisfaction.

Report writing, maintenance of records.

The setting up of local initiatives to improve the living environment and tenant/customer satisfaction.

Work as part of a team and on an individual basis to engage with tenants to educate /encourage social and tenant responsibility for keeping the local environment clean, tidy and safe.

Support work that identifies tenants/citizens who have littered/fly tipped with regard to potential possible sanctions being taken. Advise and support citizens/tenants in the appropriate disposal of waste including large items.

Person Specification
Job Title: Neighbourhood Caretakers

Ref No:
Location: Various

Grade: GR3

ESSENTIAL CRITERIA
Experience, Knowledge, Skills, Ability, Training, Development, Education, Qualifications

Please demonstrate in your application, using examples where possible, that you have the ability to meet the following criteria essential to this post:

	Method of Assessment*
1. Ability to carry out minor repairs and maintenance tasks following appropriate training.	T
2. The ability to carry out cleaning tasks indoors and outdoors, including removal of rubbish.	AF & I
3. The ability to deliver flexible and effective services on a neighbourhood to meet customers varied needs.	AF & I
4. Possess a valid, current driving licence and be able to drive a van.	AF & I
5. Excellent inter-personal and communication skills in both verbal and written form.	AF & I
6. Commitment to providing high quality services continuous improvement, in particular relating to developing and enhancing neighbourhood services	AF & I
7. Commitment to equal opportunities in all aspects of service delivery.	AF & I
8. Ability to work as part of a team and on own initiative.	AF & I
9. Ability to monitor and supervise estate caretakers and other contractors/agencies.	AF & I
10. Ability to build and sustain effective working relationships with other employees, contractors and residents.	AF & I
11. Excellent customer care skills.	AF & I
12. Understanding of issues associated with social housing.	AF & I

* AF = Application Form I = Interview T = Work based test or exercise P = Presentation

Job Title: Neighbourhood Caretaker**Ref No:****Location:** Various**Grade:** GR3**DESIRABLE CRITERIA****Experience, Knowledge, Skills, Ability, Training, Development, Education, Qualifications**

Please demonstrate in your application, using examples where possible, that you have the ability to meet the following criteria essential to this post:

Method of Assessment*

* AF =Application Form I = Interview T = Work based test or exercise P = Presentation