

# Caretaking Services Handbook

24 April 2025

EALING COUNCIL

# Contact the caretaking services team

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# Caretaking services manual

- This manual has been produced to help Ealing Council provide a quality caretaking and cleaning service for residents that live in blocks with communal areas.
- It aims to make cleaning standards on council managed estates become more objective and transparent. This manual confirms the cleaning standards which can then be fairly assessed. It is primarily aimed at tenants and residents so that they can assess standards.
- It aims to create a more objective basis for caretaking evaluation, but it is important to remember that there will always be an element of subjectivity within any judgement of caretaking standards.
- It is also for use as a guide and reference point. Because there are differences across all council managed properties in terms of the fabric of the buildings, number of residents and visitors, etc the photographic examples given are not absolute and should only be used as an example of what our score grading may look like.

# Making an accurate assessment of caretaking standards

When assessing caretaking standards there are factors that should be considered for the assessment to be fair and accurate. It is important to bear in mind the fabric of the building itself when assessing cleaning standards. Such as:

- the condition and age of the building
- ingrained dirt, stains or burn marks that normal cleaning cannot remove
- the general wear and tear of the building and furnishings
- areas that require major repair work
- irreparable damage

The cleanliness of an area will often depend on frequency of cleaning.

It is our aim that no area should fall below a B standard, but when assessing cleanliness, the frequency of scheduled cleaning for the area should always be taken into consideration.

# Block inspections and cleaning grades

Internal communal areas are inspected on a regular and scheduled basis to ensure cleaning standards are met and maintained.

These are carried out by supervisors and managers and graded:

- A (exceptional)
- B (acceptable)
- C (acceptable between scheduled cleans)
- D (unacceptable or requires immediate attention)

The grade awarded reflects the overall general cleaning of the block. Photos are taken before and after cleaning. Site inspections also include health and safety checks, fire risk checks and issues related to anti-social behaviour.

## **Our standard cleaning tasks**

Clean floor, sweep stairs and landings, clean handrails and ledges, clear cobwebs, clean glass, Hoover carpet, clean lifts, clean hoppers, clean bin rooms, rotate communal bins

## **Other tasks and duties**

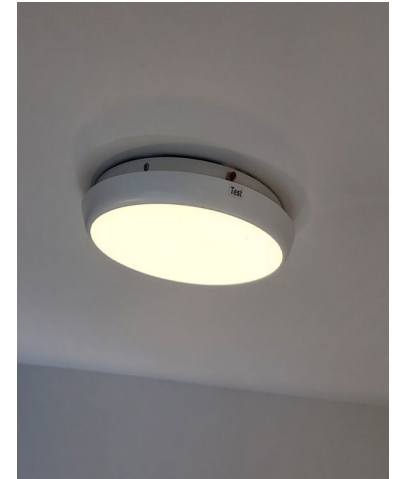
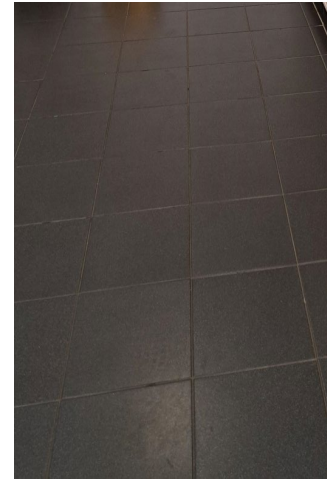
Remove bulk, report and remove internal graffiti, spot clean walls and ceilings, clean lights, report anti-social behaviour, report repairs, do safety checks, unblock chutes, clean dry-risers

# The caretaking grading explained

## Grade A

Cleaned to an exceptionally high standard. This is unlikely to be maintained in all areas, at all times, but which we aim for after an area has been cleaned.

An area graded A will have no litter, dirt, detritus, removable marks and stains and look like it has just been thoroughly cleaned.

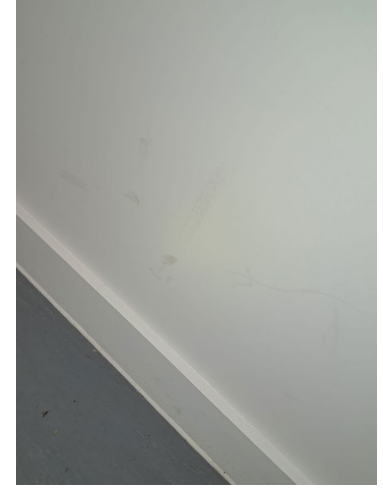
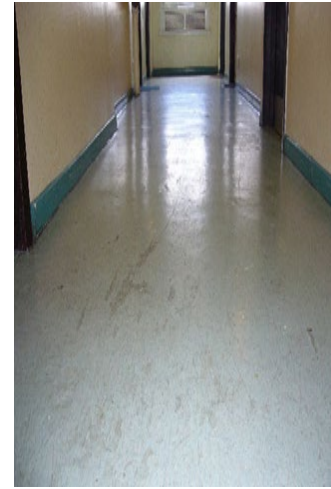




## Grade B

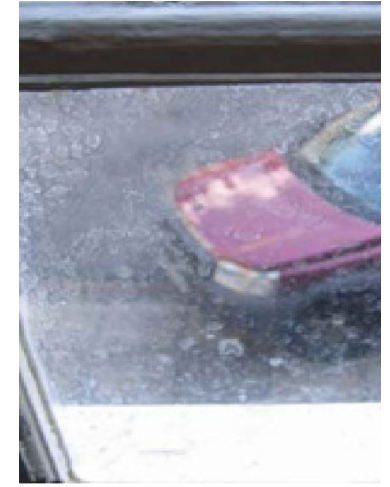
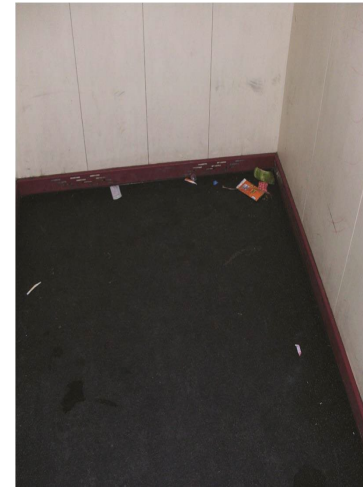
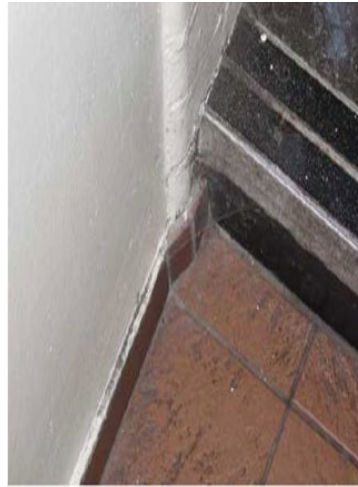
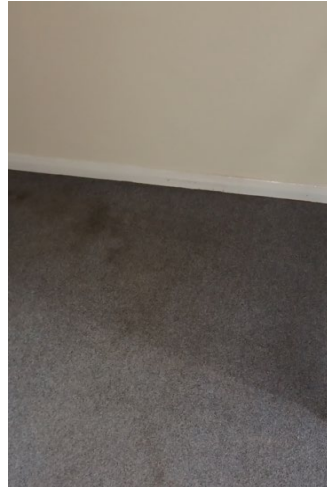
A grade B area will not be completely free of dirt, litter, and detritus. However, the extent to which litter is present is unlikely to be noticed by most people walking through or past the area or be regarded as having a significant adverse effect on the quality of the local environment.

We aim that no area should fall below this standard in between cleaning cycles. An area graded B will look clean, have few signs of litter, detritus and marks and will look like regular cleaning takes place



## Grade C

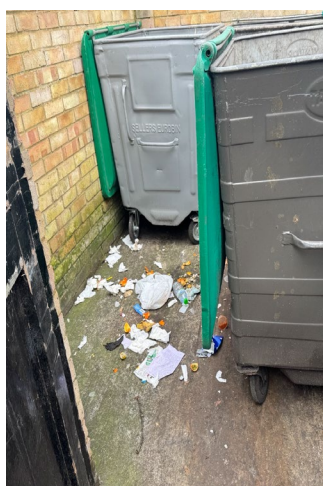
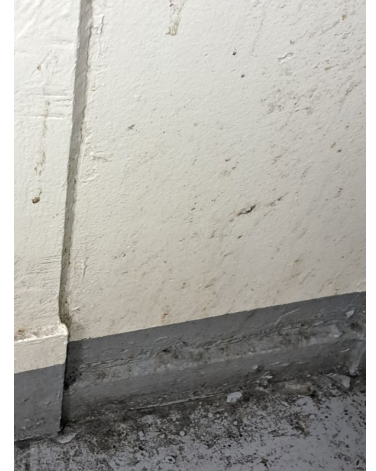
A Grade C area typically has dirt, marks, stains, litter, or detritus present to such an extent that it is very noticeable to most people passing through the area. The build-up is greater than would be reasonably expected, bearing in mind the frequency of which the area is cleaned and normal wear and tear. This is not an acceptable standard and requires cleaning to rectify the situation. An area graded C will have litter and detritus, visible marks, dust and cobwebs, look like regular cleaning has not taken place, requires attention to bring it back up to an acceptable standard





## Grade D

A Grade D area typically has marks, stains, litter, detritus, and dirt present to such an extent that it is highly visible and has a serious negative impact on the surrounding environment. The build-up may be so bad that it presents a health and safety hazard. An area graded D will appear that no cleaning has taken place, have excessive rubbish and detritus, will have marks and stains, could present a health and safety concern.



# **Detrimental factors to consider and unforeseen circumstances that can affect cleaning standards**

There are sometimes unforeseen circumstances that the cleaning frequency plan cannot legislate for, such as:

- extreme weather conditions
- access issues caused by the emergency services
- acts of antisocial behaviour, including graffiti
- poor behaviour of residents or visitors
- the adverse effects of refurbishment and repair works programmes or other building work

These instances may influence the cleanliness and quality of an area and mean that standards fall below an acceptable grade. We will always act to rectify such a situation, but the occurrence may be something that we cannot prevent.

# Resident's responsibilities

- keep your block clean and tidy and do not drop litter in the communal areas
- make sure items are not thrown from windows, balconies, and landings
- dispose of your household waste by using the waste facilities available where you live, down bin chutes and in communal wheeled bins
- do not fly-tip bulky or large items of waste. If you need to dispose of bulky items, please contact 020 8825 6000/bulk waste. Collections cost £49 for up to 8 items and £33 per fridge or freezer or [request a bulky collection online](#)
- keep landings free of obstacles that block or delay the free and safe exit and entrance from and to your home to outside the block
- tell your area Housing Hub Team about any of your neighbours or visitors who repeatedly break these standards.