

# Service Standards Overview

## Caretaking Inspection Schedules

Caretaking managers are scheduled to inspect all council housing blocks (*at 100%*) over a 3-month period. To increase monitoring attendance a support inspector has been introduced.

Standards that are deemed Bronze (Bad) or Unclassified (Very Bad) will be addressed with the relevant team by the caretaking manager and then followed up with an additional inspection by the support inspector.

Fortnightly catch up meetings with the caretaking manager have been introduced to discuss inspection outcomes.

Action improvement plans are being issued to low performing estates to ensure standards improve.

## Caretaking Schedules

Mobile Caretaking schedules have been reviewed to provide a flexible approach with improving the standard of cleanliness within the estate.

The mobile caretaking service will provide weekly improvements to specific communal areas:

- Week 1 – Internal areas
- Week 2 – External areas
- Week 3 – Internal areas
- Week 4 – External areas

Each week will continue to include the basic day-to-day provisions to ensure standards are being maintained during the scheduled visit (refer to schedules below).



# Service Standards Overview

## Communal Services Contact Details

[Aaron.waller@enfield.gov.uk](mailto:Aaron.waller@enfield.gov.uk) Estate Operations Manager

[Dennis.munns@enfield.gov.uk](mailto:Dennis.munns@enfield.gov.uk) Caretaking Manager

[Nic.sollis@enfield.gov.uk](mailto:Nic.sollis@enfield.gov.uk) Caretaking Manager



# Mobile Caretaking Service

Neighbourhood Caretaker Manager (INSERT NAME AND CONTACT)

Communal Services Manager [Aaron.waller@enfield.gov.uk](mailto:Aaron.waller@enfield.gov.uk) / 07929185373

Estate Operations are responsible for the estate cleaning on behalf of Enfield Council. Our aim is to provide helpful, friendly, courteous and accountable estate service to all residents.

The service is committed to enhancing estate standards through scheduled caretaking services, regular inspections of standards and resident engagement.

This guidance provides residents with a summary of what to expect from the caretaking team during their scheduled visit.

Area	Helpful Guidance
<ul style="list-style-type: none"><li>• Communal entrances</li><li>• Balconies (where applicable)</li><li>• Internal communal stairwells</li><li>• Doors including handles, push plates and kick plates</li><li>• Communal Landings</li><li>• Walls</li><li>• Fixtures and fittings</li><li>• Railings</li><li>• Glass and internal windows (within reach)</li><li>• Vacuum carpeted walkways or stairwells (where applicable)</li><li>• Lifts (where applicable)</li></ul>	Full clean (sweep, mop, vacuum ( <i>where applicable</i> ) spray and wipe) of internal communal areas including removal of bodily fluids and hazardous deposits.
	Where required scrub clean hard soiled areas
	Removal and disposal of all papers, junk mail, leaflets, litter, etc.
	Removal of marks, cobwebs and dust (fixtures/fittings, ledges, balustrades, ledges and skirting)
	Weekly disinfection of door handles, push plates and buttons.
	Removal of offensive graffiti (as required)
Bin rooms/areas	Weekly full clean (disinfect hard standing areas)
External hard, gravel & horticultural areas	Weekly litter pick of all external hard, gravel and horticultural areas including removing bottles, cans, general rubbish, etc.
Communal repairs	Report any communal repairs Replace any non-LED light bulbs as & when required
Anti-social behaviour	Report any ASB issues to First Response team

**Week 1**



To report a missed refuse collection or a fly tip on the estate, please raise through the Council's website: <https://new.enfield.gov.uk/services/rubbish-and-recycling/>

[www.enfield.gov.uk](http://www.enfield.gov.uk)

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Area	Helpful Guidance
<ul style="list-style-type: none"><li>External hard and gravel areas</li><li>Horticultural areas (hedges, shrubs and grass areas)</li></ul>	Weekly litter pick of all external hard, gravel and horticultural areas including removing bottles, cans, general rubbish, etc.
	Removal of self-sets and ivy from perimeter of the block (as required)
	Sweep kerb lines and pathways
	Remove hard surface weeds and leaves (as required)
	Remove moss from hard surface areas (as required)
<ul style="list-style-type: none"><li>Communal entrances</li><li>Balconies (where applicable)</li><li>Internal communal stairwells</li><li>Doors including handles, push plates and kick plates</li><li>Vacuum carpeted walkways or stairwells (where applicable)</li><li>Lifts (where applicable)</li></ul>	Spot clean of communal areas (removal of bodily fluids and hazardous deposits)
	Removal and disposal of all papers, junk mail, leaflets, litter, etc.
	Removal of offensive graffiti (as required)
	Weekly disinfection of door handles, push plates and buttons
Bin rooms/areas	Weekly spot clean of the bin rooms/refuse areas
Communal repairs	Report any communal repairs Replace any non-LED light bulbs as & when required
Anti-social behaviour	Report any ASB issues to First Response team

Week 2



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# Service Standards Overview

## Bulk Refuse and Fly Tip Removal

Bulk refuse is removed by street scene services proactively through a patch-based clearance. Fly tips will be removed by street scene services within first 24 hours of the report.

In the event of a priority removal request (due to safety risks), the mobile caretaking team will clear the items immediately.

Caretaking services are scheduled to collect bulk waste weekly from the out of borough sites (Barnet, Broxbourne & Potters Bar).

To reduce the risk of over generated waste and miss use of communal bins the council is offering a free bulk refuse collection service (**household items only**) for all residents across the borough.

To help signpost council housing residents with sourcing this offer a free collection can be booked via the council website <https://www.enfield.gov.uk/services/rubbish-and-recycling/bulky-rubbish> You will be advised of a specific date/ time to leave your items out in preparation for its removal.

Please visit <https://www.enfield.gov.uk/> to find out more on collections and the list of items that are recognised as 'household bulk'.



# Service Standards Overview

## Fly Tipping Reports and Removal

Caretaking operatives, FRO's and Community Managers have been tasked with raising fly tips to the council housing waste enforcement team via the digital inspection app 'HouseMark' for further investigation.

If you have seen someone dumping waste/ miss using communal bins and if you can help identify the offenders (with an address, vehicle registration number, etc), please make good notes of the incident and report online at <https://www.enfield.gov.uk/>



**Report a problem**

A council officer will then arrange to take a witness statement from you. Useful information includes: a description of the waste, size, time date and location you saw the dumping occur and a description of the offender.



# Bulk Refuse Collection & Fly Tip Removal Service

Council Housing residents are advised to leave household bulk waste by a safe but visible collection point on the day of their booking slot. Anything left outside of the collection point will be reported by caretaking service as a fly tip and investigated further by council housing waste enforcement.

The service is committed to enhancing estate standards through scheduled caretaking services, regular inspections of standards and resident engagement.

This guidance provides residents with a summary of what to expect from the bulk collection service.

Area	Helpful Guidance
<ul style="list-style-type: none"> <li>Bulk refuse collections</li> </ul>	<p>Household bulk items to be placed by a visible collection point (Where possible external bin area) on the day of booking slot.</p> <p>Bulk collections will take place within 24hours of request from the caretaking operative or as per the scheduled collection service</p> <p>Anything left outside of the collection point will be reported by caretaking service as a fly tip and investigated further by Council Housing Waste Enforcement</p>
<ul style="list-style-type: none"> <li>Fly tip reporting</li> <li>Fly tip removal</li> </ul>	<p>Fly tipping reports will be raised by Caretaking, First Response Officers and Community Managers directly to Council Housing Waste Enforcement for further investigation</p> <p>Fly tipping reports will be raised by Caretaking, First Response Officers and Community Managers for removal</p> <p>In the event of a safety risk the caretaking team will remove the fly tip from site Immediately.</p>
<ul style="list-style-type: none"> <li>Council Housing Waste Enforcement</li> </ul>	<p>Enforcement are tasked with investigating fly tipping on council housing land. Reports can be made by council services or by residents via the website <a href="https://new.enfield.gov.uk/services/rubbish-and-recycling/">https://new.enfield.gov.uk/services/rubbish-and-recycling/</a></p>



To report a missed refuse collection or a fly tip on the estate please report this through the Council's website: <https://new.enfield.gov.uk/services/rubbish-and-recycling/>

# Service Standards Overview

## Waste Refuse Collection

To report a missed refuse or recycling bin collection please use the following;

Via the councils website <https://www.enfield.gov.uk/services/rubbish-and-recycling/report-a-missed-collection>

Or

Via email [WasteEnquiries@Enfield.gov.uk](mailto:WasteEnquiries@Enfield.gov.uk).

## Grounds Maintenance

### Maintenance Schedules

- Grass cutting – 10 day cycle (including removal of litter on arrival). April – Nov
- Shrub cutting/ pruning – Twice per year
- Tall hedges twice per year (outside of bird nesting season March – August).
- Edging footpath – Once per year
- Japanese Knotweed treatment

Contact email

[HighwaysHousing@enfield.gov.uk](mailto:HighwaysHousing@enfield.gov.uk)

