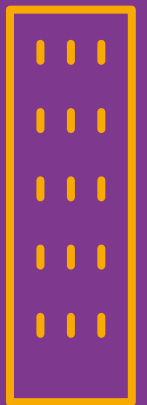




LOW RISE CLEANING

Service Standards



OUR COMMITMENT TO YOU...

Birmingham City Council believes the quality of the area in which you live is very important. We're committed to maintaining the standards of all communal land, areas and buildings in the neighbourhoods we manage.

If you live in a low rise block of flats you may receive a cleaning service, provided either by a cleaning contractor or a Birmingham City Council caretaking team. This service is there to help ensure that the communal areas in and around your block are kept clean and tidy. The name of the contractor or caretaking team, contact telephone number and other details should be displayed within your block.

ABOUT THESE SERVICE STANDARDS

This document tells you what you can expect from us specifically relating to the Low Rise Cleaning service.

These service standards have been developed in consultation with tenants. We will monitor our performance against these service standards and share the results. We will review the service standards annually.

LOW RISE CLEANING SERVICE STANDARDS, WE WILL:

- Provide a weekly cleaning service to the internal communal or shared areas of your block.
- Provide a weekly cleaning service to the external communal areas of your block.
- Provide an emergency cleaning service to your block, including outside normal working hours.
- Report vandalism, or graffiti or any health and safety concerns to us.
- Report repairs to the BCC contact centre.
- Contact us if you are not happy with the service provided.

To monitor our service, we will...

- Inspect 50% of blocks that receive a cleaning service each month.
- Speak to residents to find out how they feel about the service.
- Hold regular performance meetings with the cleaning contractor where applicable.
- Carry out joint inspections with residents.
- Take appropriate engagement and enforcement action with regard to littering, rubbish dumping and fly tipping.

We ask you to...

- Keep the shared communal areas of your block clean, tidy and free from rubbish or personal possessions.
- Put all rubbish and litter in the bins or chutes provided.
- Not dump bulky waste or large unwanted items and make appropriate arrangements to dispose of any such items. You can arrange for a chargeable bulky waste collection of your unwanted items by visiting the BCC website at www.birmingham.gov.uk
- Use local recycling facilities if they are provided near to where you live.
- Not smoke in the communal areas of blocks of flats.
- Remove any mess your dog makes and do not allow your pets to foul the communal areas.

Can you work with us to make the service better?

We are always looking for residents to get involved and help us improve the service and local environment. If you would like to find out more about how you can get involved particularly in estate walkabouts, block inspections and how you could join your local Involvement Board please contact us.

HOW TO CONTACT US

Call us on our Customer Services telephone number **0121 303 5054 (option 4)** to find out more about:

- Joining us on estate walkabouts and block inspections.
- What a block inspector is and whether you would like to become one.
- Local resident groups in your neighbourhood.
- Your local housing liaison board.
- Other ways of getting involved in local activities or initiatives that can make a positive difference to your neighbourhood.
- Or contact us via email at the following:
BCCHOUSING@Birmingham.gov.uk
- You can also visit our web pages at
www.birmingham.gov.uk

