



PEMBROKESHIRE HOUSING
TAI SIR BENFRO



Caretaking

Our service standards

Mae'r daflen yma ar gael yn Gymraeg



Your Estate or Block of Flats

This leaflet sets out the service standard you can expect from Pembrokeshire Housing in regard to caretaking services. If you live on an estate, the caretaker will carry out the following at regular intervals as shown:

Grass Cutting

Remove litter from all grassed areas before cutting. Legally and properly dispose of all litter off site.

1st May to 30th September - grass will be cut every fortnight and to clippings blown back onto the grassed areas leaving pavements and roads free of clippings.

1st October to 31st April - grass will be cut as required and roads and pavements blown clean as above.

Grass bordering fences, lamp standards, bollards, trees, hedges and street furniture will be cut to the same length and standard as the main grassed areas.

The caretaker will take care not to damage cars, tenants' property, windows, doors and street furniture and any accidental damage must be reported and recorded in the incident book held in Meyler House.

Overgrowth of grass at pavement edges, drives, borders and trees are to be kept neat and trimmed.

Shrubs, Trees and Hedges

The caretaker will ensure that all shrubs, trees and hedges are kept healthy and pruned or balanced and that all beds are forked once a month in the summer and that mulch is renewed every winter.

Lost or dead plants shall normally be replaced on a like for like basis. New planting may be protected by temporary chestnut paling fence, 1.2m high.

Pruning

Work will be carried out as necessary to ensure shrubs are kept healthy and vigorous. Shrubs will also be pruned to ensure they do not cause nuisance, obstruction or danger. Shrubs adjacent to roads, paths, drives, windows and other similar areas shall be pruned to allow free passage and visibility.

Weeding

To suppress weed growth at all times.

Spraying of weeds to be carried out as required but not in rainy or windy conditions when the pesticide could drift and cause damage to nearby vegetation.

Hedges should be trimmed once a month during the months of April, June, August and October.



Specification for Cleaning of Communal Areas

Carpet Areas (incl stairs)

Fully vacuum clean all areas. Where necessary, apply an approved proprietary carpet/upholstery stain remover.

Vinyl Tile/Sheet Floors

Fully wash down with a proprietary water/detergent mix leaving area stain-free. Machine scrub on a regular basis.

Stair Handrail Balustrades/Stair nosings

Fully wash down with a proprietary water/detergent mix leaving area stain/dust free.

Window Sills (int. PVC/painted wood)

Fully wash down with a proprietary water/cream liquid detergent mix leaving area stain/dust free.

Window Sills and Frames

Fully wash down with a proprietary water/detergent mix leaving area stain/dust free.

Window and Door Glass (int. face)

Fully wash down with an approved proprietary glass cleaner leaving areas stain and streak free.

Door Frames (int. PVC)

Fully wash down with a proprietary water/cream liquid detergent mix leaving area stain/dust free.

External Balconies (Surfaces and Handrails)

Fully brush down, collect debris arising and discard to contractor's tip. Wash down with an approved proprietary water/bleach mix leaving area stain free.

Light Switches

Apply an approved proprietary spray wax polish and wipe down leaving stain/dust free.

Fire Alarm break glass call points

Apply an approved proprietary spray wax polish and wipe down leaving stain and dust free.

Skirtings

Apply an approved proprietary spray wax polish, wipe down leaving stain/dust free.

Dado Rails





Apply an approved proprietary spray wax polish, wipe down leaving stain/dust free.

External Bin Store







Fully brush down, and wash down base of store with an approved proprietary water/bleach mix leaving area stain free.



Caretaker - Ben





DUTY	Grass Cutting 	Communal Cleaning 	Bins 	Spraying/ Weeding 	Lit Sw
PROPERTY					
De Clare Court	Fortnightly (Mar-Oct)		Monday AM	Zero Tolerance	Mo
Princess Royal Way	Fortnightly (Mar-Oct)	Weekly	Monday Midday	Zero Tolerance	Mo
Barn Court	Fortnightly (Mar-Oct)	Weekly	Tuesday PM	Zero Tolerance	Mo
Shoemakers Court	Fortnightly (Mar-Oct)	Weekly	Monday Midday	Zero Tolerance	Mo
The White House		Weekly	Monday Midday	Zero Tolerance	Mo
Glebe House	Fortnightly (Mar-Oct)	Weekly	Monday AM	Zero Tolerance	Mo
Old Grove House	Fortnightly (Mar-Oct)	Weekly	Monday PM	Zero Tolerance	Mo
13 Goat Street		Weekly	Monday PM	Zero Tolerance	Mo
34 Dew Street		Weekly	Monday PM	Zero Tolerance	Mo









Tractor/ Mowing 	Pressure Wash 	Repairs 	Mulching 	Watering 	Grounds Maintenance 
Monthly	Annually	As required	Annually	As required	
Monthly	Annually	As required	Annually	As required	Monthly (after reinstatement)
Monthly	Annually	As required	Annually	As required	Monthly (after reinstatement)
Monthly	Annually	As required	Annually	As required	Monthly (after reinstatement)
Monthly	Twice a year	As required	Annually	As required	Monthly (after reinstatement)
Monthly	Annually	As required	Annually	As required	
Monthly	Annually	As required	Annually	As required	
Monthly	Twice a year	As required	Annually	As required	Monthly (after reinstatement)
Monthly	Twice a year	As required	Annually	As required	Monthly (after reinstatement)



Caretaker - Peter

DUTY	Grass Cutting 	Communal Cleaning 	Bins 	Spraying/ Weeding 	Lit Sw
PROPERTY					
Trafalgar Road	Fortnightly (Mar-Oct)	Weekly	Monday AM	Zero Tolerance	Mo
Skomer Court	Fortnightly (Mar-Oct)	Weekly	Monday AM	Zero Tolerance	Mo
Sanderling Road	Fortnightly (Mar-Oct)	Weekly	Monday AM	Zero Tolerance	Mo
Siskin Close	Fortnightly (Mar-Oct)	Weekly	Monday AM	Zero Tolerance	Mo
Caldy Court		Weekly	Monday AM	Zero Tolerance	Mo
Beaumont Court	Fortnightly (Mar-Oct)	Weekly	Monday AM	Zero Tolerance	Mo
Curlew Close	Fortnightly (Mar-Oct)	Weekly	Monday AM	Zero Tolerance	Mo



Mower/ weeding	Pressure Wash	Repairs	Mulching	Watering	Grounds Maintenance
					
Monthly	Annually (Car Parks)	As required	Annually	As required	Monthly
Monthly	Annually (Car Parks)	As required	Annually	As required	Monthly
Monthly	Annually (Car Parks)	As required	Annually	As required	Monthly
Monthly	Annually (Car Parks)	As required	Annually	As required	Monthly
Monthly	Twice a year (Car Parks)	As required	Annually	As required	Monthly
Monthly	Annually (Car Parks)	As required	Annually	As required	Monthly
Monthly	Annually (Car Parks)	As required	Annually	As required	Monthly



Hard Surfaces, Roads, Parking Areas, etc

Clearing Hard Surfaces, Roads and Parking Areas

All hard surfaces to be swept and litter and other debris removed as requested. The Caretaker's cleaning schedule, setting out which areas are due to be cleaned each day, is shown in this leaflet. The Caretaker will notify the Area Housing Officer immediately of potentially abandoned cars, and other large items, identified during his routine working. As required kerb gullies, steps and other hard surfaces will be scraped to dislodge and remove moss, dead vegetation, etc. All paths, patios and paved areas are to be power washed as required to remove all algae growth.

Steps

All steps which are considered to be a public area are to be kept clean and free from weeds, litter, at all times. The Caretaker shall record and notify the Area Officer immediately of any defects in roads, paths/steps etc identified during routine working.

Road Sweeping

All unadopted roads to be swept and litter and other debris removed once a month. Road gullies are to be cleaned once a year by an external contractor.

Watering

In periods of particularly dry weather, the Caretaker is to water shrub beds and/or grass areas to ensure their survival.

Communal patio/paved areas

Fully brush down, wash down with an approved proprietary water/bleach mix leaving area stain free.

Parking Problems

Parking problems such as inconsiderate parking are to be reported to the Area Officer for discussion with the offending Tenant.

Unauthorised Parking

A person who parks a vehicle without permission on communal parts of a housing estate, which are not the public highway, commits a trespass. The landlord



can seek an injunction to remedy trespass. It may also remove the vehicle using reasonable force. The Caretaker will report unauthorised parking to the Area Officer who will take the necessary legal action to remove the vehicle.

Abandoned Vehicles

Local authorities have a statutory duty to remove vehicles abandoned on Pembrokeshire Housing land. The Caretaker will report such abandoned vehicles to the Area Officer who will take the legal action to remove the vehicle.

Dogs

Pembrokeshire Housing recognises that pets such as dogs can be really important to Tenants, however unless they are properly controlled they can become a nuisance and quickly turn a clean and tidy estate into a mess. The Caretaker will use the service of Pembrokeshire County Council Dog Warden to ensure dog owners who are allowing dogs to roam free become responsible dog owners. No dogs will be allowed in flats and only 2 dogs per house will be allowed.

Tenant Participation

Involving Tenants and Residents in the way Pembrokeshire Housing operate estate management can bring positive results and Area Officers will encourage the setting up of TARAs (Tenant and Resident Associations) on all estates, ensuring that all tenants and residents are afforded equal opportunities. Start Up Grants of £300 and One Off Grants are available to Tenants who set up a Tenants Group (speak to your Area Officer). A schedule showing when you can expect to see your Caretaker on the estate or in your area is attached and this also shows what work he will be carrying out in your area, and on what day and approximate time.

Please let us have your views on the Caretaker Service and suggestions on how we can improve the service to you.





PEMBROKESHIRE HOUSING
TAI SIR BENFRO

Pembrokeshire Housing
Meyler House,
St. Thomas Green, Haverfordwest,
Pembrokeshire.
SA61 1QP

Tel: 01437 763688
Fax: 01437 763997
Freephone: 0800 854568

www.pembs-ha.co.uk

Pembrokeshire Housing is a Charitable Organisation

Gofynnwch os ydych chi'n eisiau fersiwn Gymraeg o'r daflen yma

CARETAKING

Office Hours:

Monday to Thursday
9:00 - 17:00
Friday
9:00 - 16:30