



## Customer information

# CARETAKER SERVICE

Many of our developments have some shared areas which we want to maintain to the best possible standard.

To help us do this we have a team of caretakers based at various sites.

### What do caretakers do?

Caretakers play a vital role in keeping our developments looking clean and tidy, giving them that 'looked-after feeling'.



If you would like this or any other LHA publication explained, translated or made available in another format such as large print, audio or Braille, please contact your nearest LHA office.



The role of the caretakers varies depending on which site they work on, but the main tasks include:

- Checking that communal areas are safe
- Changing large communal rubbish bins where they are used
- Keeping refuse chutes clean and clear of blockages
- Cleaning entrance halls and stairs where we don't employ contractors to do this
- Removing graffiti
- Litter picks
- Minor repairs
- Reporting larger repairs
- Checking exterior lighting
- Ensuring fire exits are kept clear, and
- Touching up paintwork in communal areas.

Caretakers can advise on many other LHA services, and can tell you who you should contact if you have a query about any aspect of your home or neighbourhood.

They will always do their best to answer your questions but there will be times when they will refer you to one of our offices.

### **How do we pay for caretakers?**

The cost of the caretaker service is paid for by the tenants who receive the service, through their service charge.

The cost of the service is split between all those living in the development and is included within the weekly or monthly charge.

### **What should I do if I'm not happy with the caretaker service?**

We believe our caretakers do a really good job, but if you aren't happy, please speak to them first so they can try to resolve your problem.

Otherwise, contact your local office who will be happy to try to find a solution.