

**ABBHEY ROAD HOUSING CO-OPERATIVE
220 BELSIZE ROAD, LONDON NW6 4DJ
TEL 020 7624 6309 FAX 020 7625 7366**

JOB DESCRIPTION

JOB TITLE	Caretaker
SALARY	£19,500 per annum
CONTRACT	Full-time, Permanent
REPORTING TO	Estate Manager

BACKGROUND

Abbey Road Housing Co-operative manages 278 units on behalf of the London Borough of Camden. The Co-op is responsible for its own budget, housing management, repairs and maintenance, caretaking and cleaning services and employs its own staff. The London Borough of Camden retains ownership of the properties and responsibilities for major repairs and improvements.

The Co-op is run by an elected Management Committee made up of tenants and resident members who live on the estate. The Management Committee is the policy-making body of the Co-op and acts as employer of all staff. The Estate Manager is responsible to the Management Committee for all matters to do with the day-to-day running of the Co-op.

PURPOSE OF JOB.

- a. To be a member of an estate-based Housing Services team, under the direction of the Estate Manager, to provide caretaking/cleaning services and carry out plumbing and other minor maintenance repairs. (Please refer to the duties and responsibilities).
- b. To work a 37 hour week (excluding breaks) Monday - Sunday (To cover Saturdays and Sundays alternate week rota basis)
- c. To cover out of hours emergency service alternate week rota basis Monday to Sunday 5.00pm to 8.00am when requested. There is no premium for covering the emergency service, unless attends to the emergency.
- d. To have an awareness of all relevant Co-op policies and the needs and general well being of residents on the estate, especially the needs of disadvantages and vulnerable groups.
- e. To attend regular team meetings.
- f. To have an enhanced recent DBS check to be able to enter tenants' property to carry out required duties

RESPONSIBILITIES.

1. . CARETAKING/ CLEANING DUTIES

- a. To carry out cleaning and caretaking duties as instructed by the Estate Manager on weekly basis, and to work to a weekly/monthly worksheet in relation to all internal areas, all green areas and all open/communal spaces on the estate.
- b. With the aid of equipment supplied (including mechanical and/or electrical equipment) and using the recommended methods of sweeping, washing and mopping, to achieve a high standard of cleanliness on the estate.
- c. To assist in the arrangement of bulk refuse collections from the estate, including voids.
- d. To deal promptly with any graffiti and report to the Estate Manager immediately.
- e. During inclement weather to clear snow and ice, and keep stairs, paths and roads in a safe and negotiable condition and to take appropriate steps to protect water supplies.
- f. To personally cover for other caretakers/cleaner during short term periods of absence due to holidays or ill health.
- g. Collect rubbish bags from the elderly/disabled tenants left outside their front doors including communal areas.
- h. Check on Vulnerable tenants to ensure their wellbeing.
- i. To keep an eye out for children and report on any issues on the estate to the office.
- j. To acquire knowledge of residents and the estate.
- k. Deliver internal mail and leaflets.
- l. To report at once to the estate office any complaint from a tenant about any defect or repair in communal/open areas. Caretakers should take action to either temporarily or permanently prevent further damage until a proper repair can be effected.
- m. Opening and closing office front shutters.
- n. Direct contractors or report their presence on the estate to the estate office.
- o. Remove bulk rubbish/items from communal areas and clean graffiti when requested.
- p. To undertake weekly block inspections and ensure fire hydrant doors are locked and block signs eg, No Smoking, Emergency Exits etc are in place.
- q. Open and lock up green area.

3. MINOR MAINTENANCE DUTIES.

- a. To take prompt action to replace any broken//worn out light bulbs, to clean lamps and covers and report any hazardous situations immediately.
- b. To take prompt action to unblock toilet, bath, sink and clear drains as required and report back difficult situations to the estate office.
- c. To secure and board up voids as and when necessary or instructed to do so by the Estate Manager, and to protect services, e.g. draining radiators and turning off water etc.
- d. To board up broken windows to make safe, block holes in properties to prevent mice infestation and change locks.

- e. To undertake painting of communal areas and properties under our OAP decoration scheme.

3. RECORDS KEEPING AND REPORTS.

- a. To keep all records as directed by the Estate Manager and to keep records on the following:- worksheets; accident/incident reports; repair reports; reporting of health and safety defects on the estate; caretaker patrol diary sheets; requests for stores; electricity meter records (if required).
- b. To be conversant with the Conditions of Tenancy, reporting any significant breaches of tenancy to the Estate Manager.

4. EMERGENCIES.

- a. To cover for all emergencies on a rota basis by arrangement with Estate Manager. A mobile phone will be provided for this service so that tenants can be in direct contact with Caretaker at times when the estate office is not open.
- b. To have knowledge of emergency procedures in case of accident, fire, flood, etc. and report emergency situations promptly to the Estate Manager and if the need arises to contact the 999 Emergency Services.
- c. To assist at emergencies, e.g. cleaning up flood/fire debris, fencing off areas, provide warning signs.

5. SECURITY.

- a. To monitor and maintain the security of void dwellings and report any break-in immediately to the Estate Manager.
- b. To safeguard the keys of all communal parts of the estate and know the exact location of all stop valves, fuse-boxes, fire extinguishers, etc.
- c. To keep secure all roof hatches and access ladders at all times.

6. HEALTH AND SAFETY.

- a. To regularly inspect all parts of the estate for cleanliness, hazards, etc, and periodically check all service fittings located in communal areas, reporting defects to the Estate Manager.
- b. To monitor the use of playground equipment and immediately report any defects to the Estate Manager and make safe any hazards.
- c. To take particular and reasonable care of their own health and safety and for the health and safety of all other persons affected by their actions or omissions during their work.
- d. To be responsible for the safety and proper use of all plant, tools and equipment for the purpose of work undertaken by caretakers.
- e. To comply with and carry out the Co-op's health and safety policies.
- f. To use the recommended and approved protective clothing on all occasions.
- g. To provide emergency services when necessary during normal working hours i.e. for residents and emergency services.

7. EQUAL OPPORTUNITIES.

- a. To implement the Co-op's equal opportunities policies and procedures and apply them in his/her day-to-day work.
- b. To be aware of the general well-being of residents on the estate, with special regard to those who are elderly or have some form of disability or who are more vulnerable, in particular ethnic minorities.
- c. To report all incidents of harassment (racial, sexual, etc.), promptly to the Estate Manager.

8. GENERAL.

- a. To be supportive of the principles of tenant co-operative management and to maintain and respect confidentiality of all Co-op and tenant issues, breach of which will be a disciplinary offence.
- b. To assist the Estate Manager in providing assistance to new tenants and be available to answer queries in regards to the estate and local Council services etc.
- c. To deliver information and publicity material to tenants on behalf of the estate office.
- d. To carry out regular checks to keep service/access roads free of obstruction and clearing obstruction by using the appropriate equipment/services, and to take action against unauthorised parking by calling the estate office or UKPS parking team.
- e. To keep barriers on the estate secure.
- f. To use, maintain and be responsible for a mobile phone, which is to be used strictly for work purposes only breach of which will be a disciplinary offence.
- g. Full-time caretakers should not take on any other paid employment or commitment which will affect their duties to the Co-operative. Potential commitments which affect service delivery must be notified to the Estate Manager.
- h. Caretakers will be expected to carry out any other such related duties as may from time to time be determined by the Estate Manager.
- i. Caretakers must be willing to undertake any relevant training required.

The list of tasks is not an exclusive one and duties may be varied from time to time by the Estate Manager. This job description is subject to regular review.