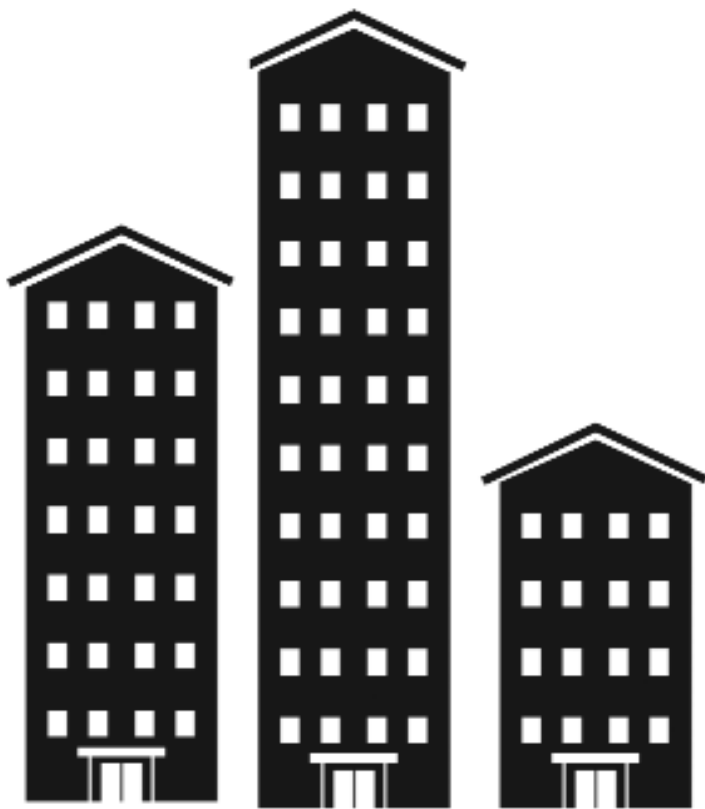


A guide to your caretaking service



The Gateshead Housing Company
Working with Gateshead Council

We aim to provide residents with a clean and secure environment to live in the 25 multi-storey blocks across Gateshead:

- Barns Close - Adelaide, Brisbane, Melbourne and Sydney Court - Gateshead town centre
- Warwick and Regent Court – Gateshead town centre
- East Street - Park, Priory and Peareth Court - Gateshead town centre
- St Cuthberts Court - Gateshead town centre
- Bensham Court - Bensham
- Newbolt and Tennyson Court - Sunderland Road
- Crowhall Towers - Felling
- Barford and Stretford Court - Allerdene
- Acomb, Bedale, Ripley and Willerby Court - Harlow Green
- Beacon, Fell and Lough Court - Beacon Lough
- Redheugh and Eslington Courts - Teams.

When is the caretaking service available?

Your caretaker is normally on duty Monday to Friday.

They will work Monday to Thursday from 8am to 4.30pm and Friday from 8am to 4pm.

Outside these hours we provide a callout service to deal with health and safety emergencies.

This includes spillages, which should be reported to the duty caretaker, so they can be cleaned immediately.

The duty caretaker could be from a nearby block.

Contact details will be displayed on the notice board on the ground floor.

What are the caretaker service standards?

Your caretaker will:

- Clean your block to the cleaning standard
- Litter-pick the area outside your block
- Carry out a monthly health and safety inspection of your block
- Aim to visit all new tenants within the first week of moving in
- Attend accompanied viewings.

Caretakers clean the internal parts of your block to the published service standards.

These are displayed on the ground-floor notice board.

Your caretaker has been provided with training and equipment to carry out basic repairs around your block.

These include repairs to communal areas such as unblocking chutes, replacing light bulbs and easing communal doors.

The caretaker will also carry out a weekly smoke alarm test to the communal smoke detectors (where applicable).

If your caretaker is on holiday, cleaning will be carried out by a caretaker from another block.

Caretakers can also carry out other tasks in your home, including unblocking sinks and toilets, changing light bulbs, changing batteries in smoke alarms and reading gas and electric meters.

All new residents will receive a visit from the

caretaker who will provide practical information about their new home and the block, such as how to dispose of rubbish and where recycling facilities are located.

When available, a caretaker will attend accompanied viewings with Estate Officers and the person viewing the property.

The caretaker will be able to answer any questions they have about living in the block.

Caretakers help to keep the areas around the outside of the block clean and tidy by litter-picking on a weekly basis.

To help ensure communal areas are kept safe we carry out a monthly safety inspection - which includes dry risers, fire doors and fire extinguishers - reporting any defects.

Your caretaker also acts as a 'good neighbour' and provides you with a point of contact for any enquiries you have about your home or the services we provide.

Reporting repairs

You should report repairs to your flat directly to the HomeRepairs service on **0800 408 6008**.

An out-of-hours service is also provided on the same number.

Non-emergency repairs can also be reported online at www.gatesheadhousing.co.uk/repairfinder, by text to **0762 480 4167** or by emailing repairs@gatesheadhousing.co.uk

Antisocial behaviour

We are committed to ensuring customers have peace and quiet at home.

If your neighbours or their visitors are causing you a problem, we want to help you resolve this as soon as possible.

You can report antisocial behaviour directly to your caretaker or Estate Officer.

All reports will be dealt with in strictest confidence and only passed on to the appropriate section of the housing company or police.

A report can be made anonymously, although this will mean we are unable to provide you with feedback.

If the incident is of a serious nature and requires an immediate response you should contact Northumbria Police on **999**.

Door-entry systems

All multi-storey blocks have secure door-entry systems.

At the start of your tenancy or lease agreement you will be given an electronic fob or standard key, to allow entry into your block.

This is provided for your use only and should not be given to anyone else.

Please contact your housing office should you need additional fobs or to replace any that are lost.

This is important so they can be deleted from the system to prevent unauthorised use.

There will be a charge for additional or replacement fobs.

Monitoring service standards

We carry out regular inspections of your multi-storey block to ensure that cleaning is maintained to the published standard.

Results of these inspections are displayed on the notice board near the block's main entrance.

Where can I find out more?

If you have any question about the caretaking service please contact Karen Bell, Multi-storey Housing Manager, on **0191 433 5370** or email **multi-storeyteam@gatesheadhousing.co.uk**

Get involved

A group of tenants and leaseholders meet every two months to discuss a wide range of issues relating to multi-storey blocks.

If you wish to find out more about the Multi-storey Service Improvement Group (SIG) please contact Karen Bell (see above).

The Gateshead Housing Company manages nearly 20,000 homes in the North East of England on behalf of Gateshead Council.

We work with residents and the wider community to create homes and neighbourhoods that meet the aspirations of the people of Gateshead.

Regular updates can be found at:

 www.gatesheadhousing.co.uk

 www.facebook.com/gatesheadhousingcompany

 www.twitter.com/gatesheadhc




Got a smartphone?

Scan this QR code to find out more.



Do your bit for recycling by passing this on to a neighbour when you have read it.

 Informations Informace Informácie زانیاری معلومات
Länguagè Liñè Informação Informacje Bilgi اطلاعات 信息

**Available in large print,
Braille and audio.**