

One Manchester Caretaking Service Commitments

1. We will conduct building checks, which include a review of health and safety considerations in line with relevant legislation and guidance. Where necessary we will undertake minor repairs around the blocks. This includes:

 - Ensuring the building is repaired and maintained
 - Fire safety
 - Basic security checks including lighting, checking of emergency exit doors
 - Ensuring corridors and walkways are clear of obstacles or fire hazards
2. We will keep the internal communal areas of the block clean and tidy. This includes:

 - Foyer and ground floor
 - Lifts, the stairs and landing, walkways and communal rooms
 - Chute room
 - Bin rooms
 - Hand rails
 - Light fittings
3. We will keep the external grounds within the perimeter of the building clean and tidy and regularly litter pick all communal areas. This includes:

 - Main entrance area
 - Footpaths
 - Drains
 - Grassed and flagged areas
 - Borders and planted areas
 - Car parks
 - External bin areas including the management of the recycling bins and garage sites
4. Outside of the caretaking service working hours we offer an out-of-hours emergency service which can be accessed by ringing our main contact centre on **0330 355 1000**.

Examples of emergencies include:

 - Hazardous or biological waste in communal areas
 - Securing of immediate fire hazards and unforeseen issues such as floods or fires
5. We will carry out property viewings with potential new customers.