

## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>Area Caretaker - Bexley</b>
<b>RESPONSIBLE TO:</b>	Housing Manager
<b>RESPONSIBLE FOR:</b>	Responsibility for cleaning service, minor repairs, void maintenance and liaison with tenants, head office staff and contractors.

## **MAIN DUTIES & RESPONSIBILITIES**

1. Visits to each property a minimum of once a week and maintaining good communication with tenants and Head Office staff and to act as a key point of contact in the local area and represent the Association as required.
2. Responsibility for ensuring high standards of service delivery to the Association's tenants.
3. The care and maintenance of the association's fixtures and fittings in individual flats owned by the Association.
4. Substantial cleaning of communal areas to a high standard.
5. Supervision of rubbish disposal by the local authority and maintenance and cleanliness of bin stores.
6. The cleanliness of all circulation areas; communal staircases and passageways; maintenance of general and staircase lighting.
7. To check window cleaning undertaken by tenants. Front doors and staircase windows are to be cleaned by the Caretaker.
8. To operate within the requirements of the Association's repair and maintenance policies. To undertake minor repairs requested by the Association and liaise with the Maintenance Surveyor during any major repairs or cyclical redecorations undertaken by external contractors. To act as an emergency contact for tenants when available.
9. To assist the Housing Management team in respect of viewings and letting of properties as required.

10. To carry out end of tenancy inspections and other duties detailed within the Association's void and end of tenancy procedures.
11. Responsibility for reporting any breaches of the tenancy agreements by tenants and their visitors and report any breach of tenancy conditions to the line manager.
12. To check gardening maintenance by tenants.
13. The recording of petty cash expenditure and the regular submission of returns to Head Office including weekly reports and other reports as may be required from time to time..

#### **GENERAL**

1. To ensure confidentiality of all information dealt with and operate in accordance with THA's confidentiality policy.
2. To uphold and promote all aspects of THA's Equality and Diversity Strategy.
3. To adhere to THA's Health & Safety Policy and procedures.
4. To attend any training courses as required.
5. To carry out any duties consistent with the job purpose which may be required from time to time

*Note: The Association reserves the right to amend this job description as necessary, after consultation with the postholder, to reflect changes in the job.*