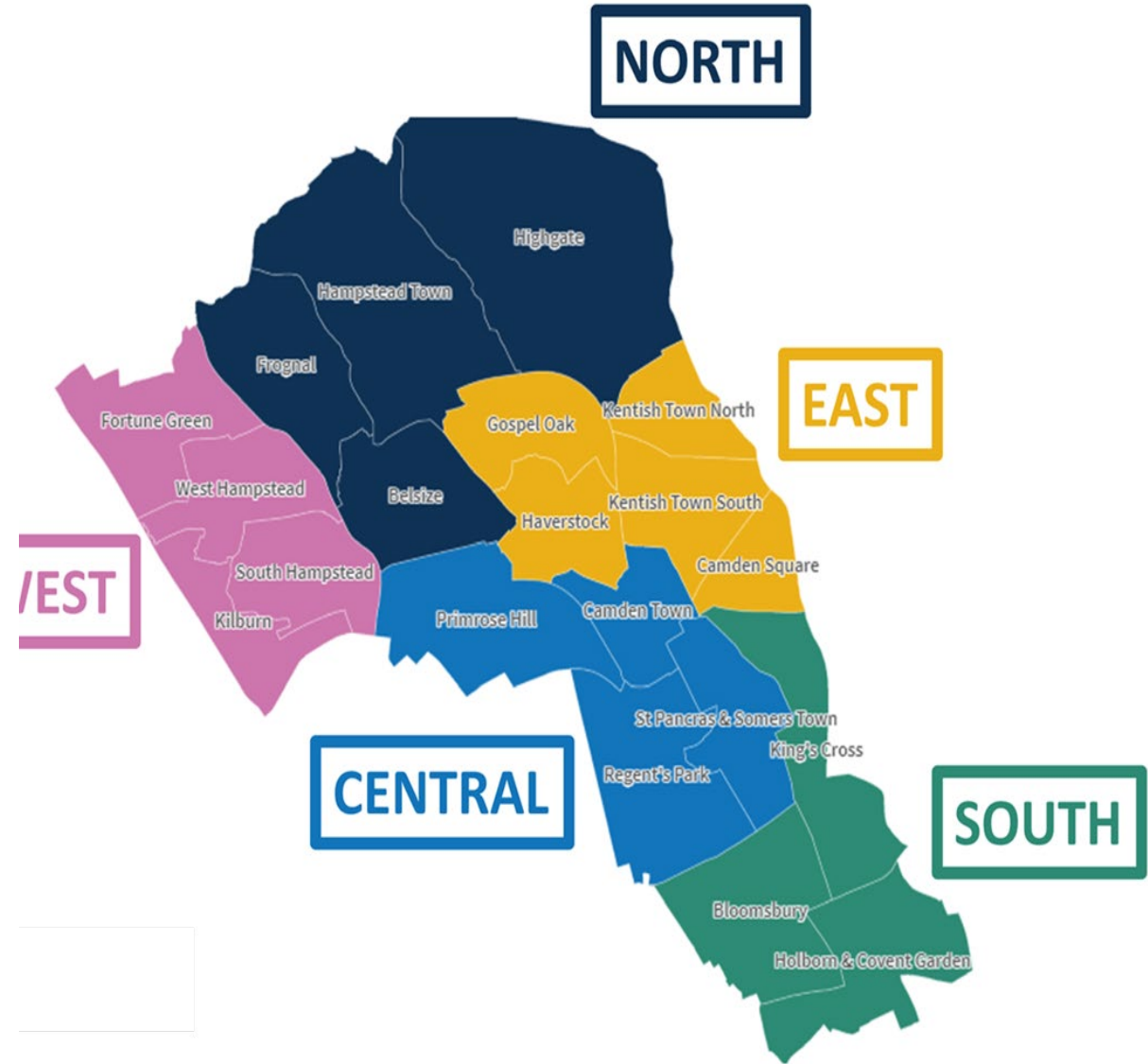
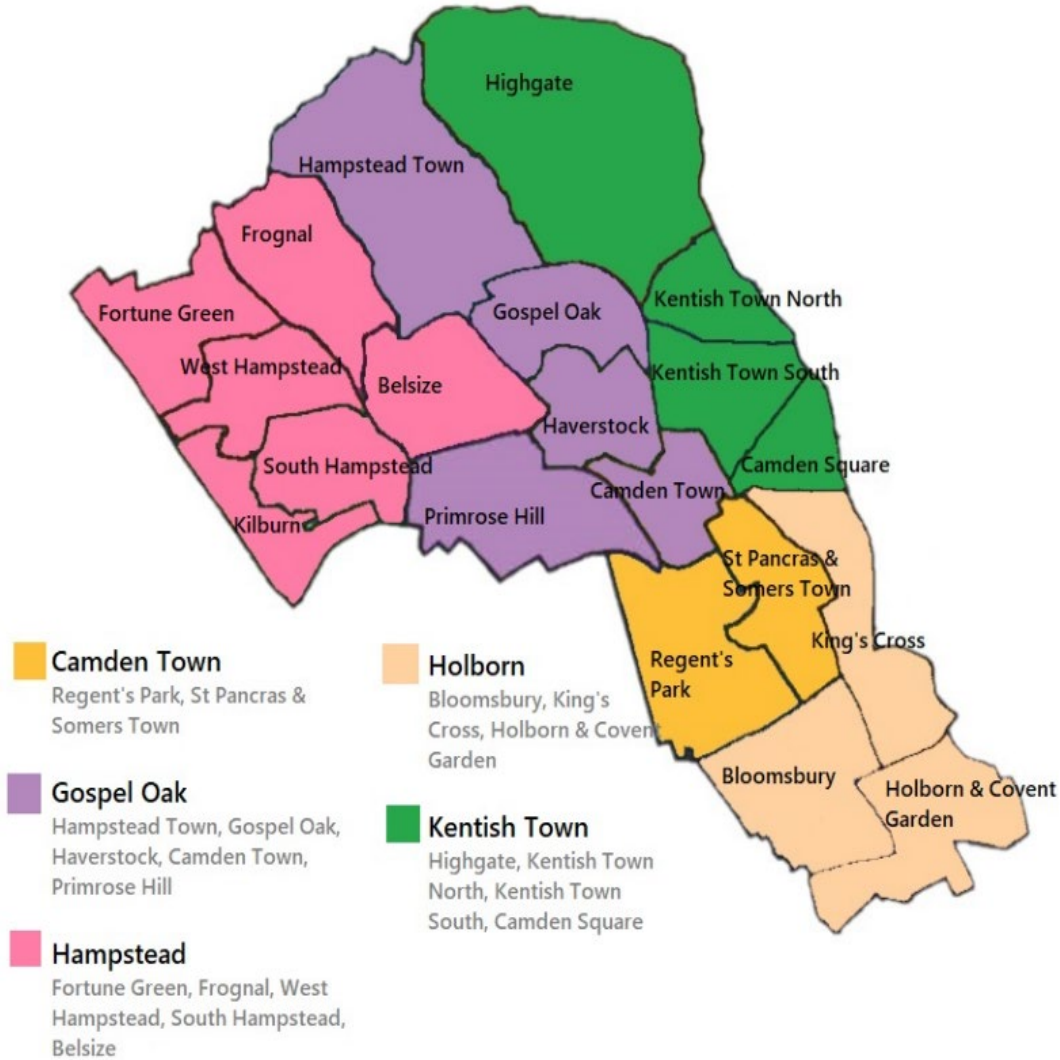




Neighbourhood (Housing) Team

DMC areas and Neighbourhoods



Information to be placed in blocks



Getting in touch

Caretaker:

If you have a caretaking enquiry, please contact us on **020 7974 4444** between 8am-5pm Monday-Friday



Caretaking in your community

Daily tasks

Monday - Friday

- Sweep and wash the refuse, bulk, and recycling areas
- Spot clean of stairs and landings
- Clean lifts and control buttons
- Litter pick around the estate or block
- Cleaning the entrance and lobby
- Where possible, remove graffiti and anti-social behaviour deposits
- Health and safety inspections of each floor and landing, including fire safety
- Investigate and remove fly-tipping

Weekly tasks

- Clean and mop each floor
- Clean lift outer doors and frame on each floor
- Sweep and wash the stairs, including stairwell landings
- Clean window ledges
- Clean handrails
- Clean entrance doors and glass
- Clean light diffusers as required
- Inspect and test communal lighting
- Sweep the block's external hard surfaces
- Wall washing as required

Additional duties

- Attend out-of-hours emergencies
- Report unauthorised occupants, communal repairs, missed refuse collections, and anti-social behaviour
- Carry out additional communal activities such as deep clean e.g. minor painting, floor polishing
- Snow clearing and gritting
- Provide access for emergency services



Please note that these duties may vary from block to block and change during inclement weather

Contact Services in Neighbourhoods (Housing)



Your Neighbourhood Housing Officer

If you need help or advice from your Neighbourhood Housing Officer, find them and get in touch online

camden.gov.uk/your-NHO

Antisocial Behaviour

If you've been the victim of Antisocial Behaviour report it so we can offer you the support you need and investigate the problem to stop it happening again



camden.gov.uk/reporting-antisocial-behaviour



Making A Complaint

If we've got something wrong let us know about it. We'll investigate, put things right, and learn from our mistake

camden.gov.uk/complaints

Noise and Other Nuisance

If you're being affected by noise, smoke, dust, odour, or light pollution, and you can't ask the person causing it to stop, report it to us to investigate

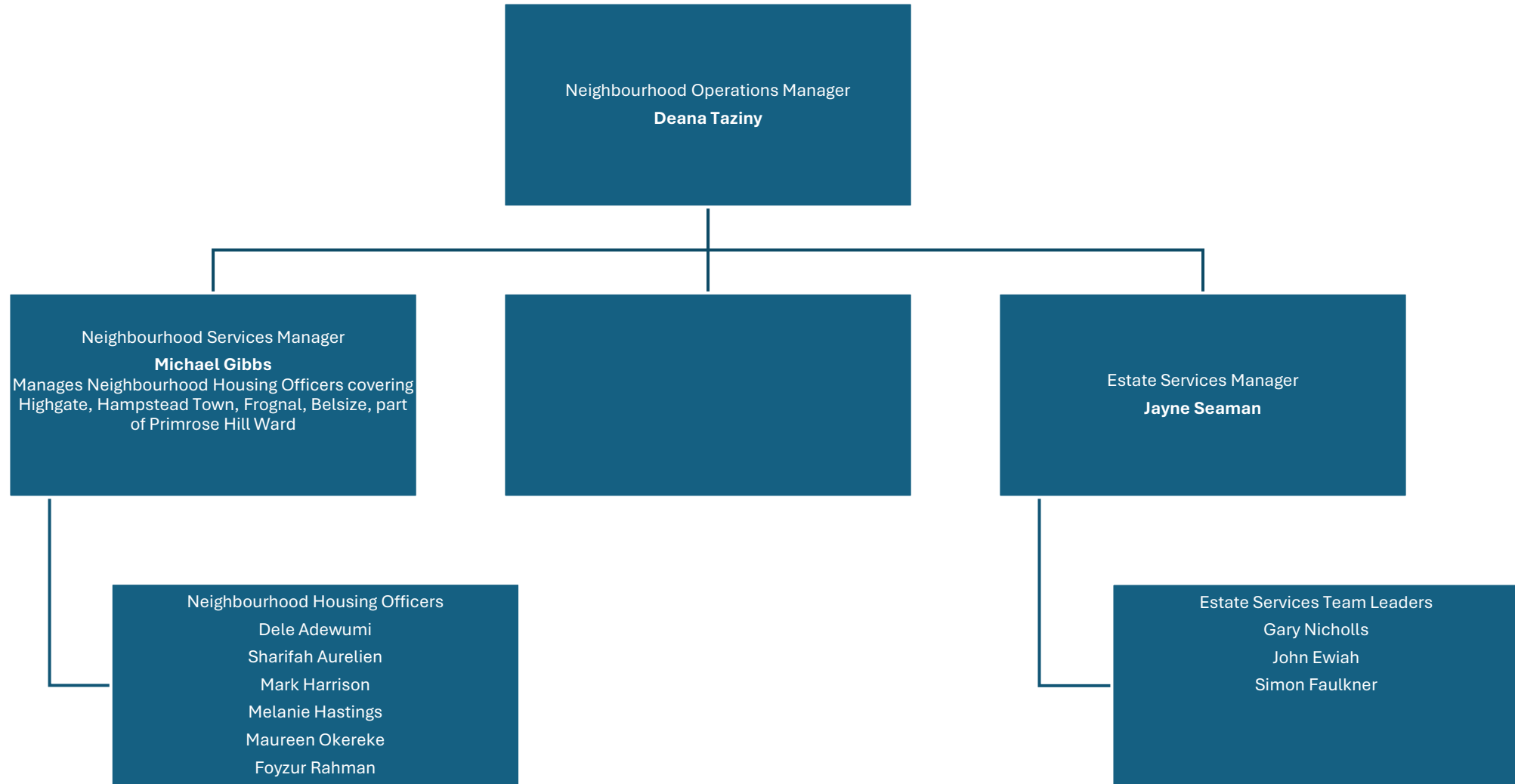


camden.gov.uk/noise

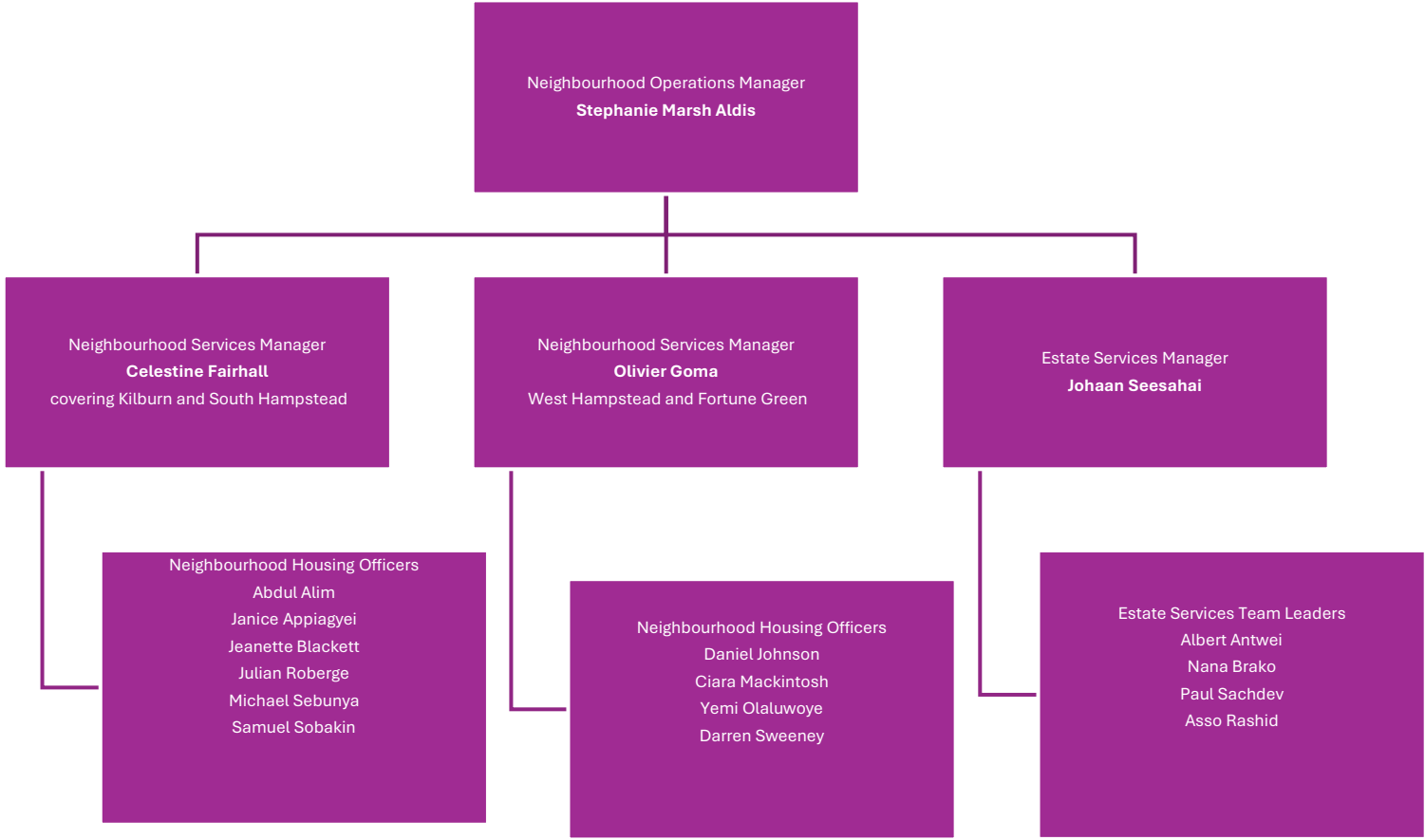
If you don't have the internet, you can access these services by calling us on **020 7974 4444** between 8am-5pm Monday-Friday

Updated December 2024

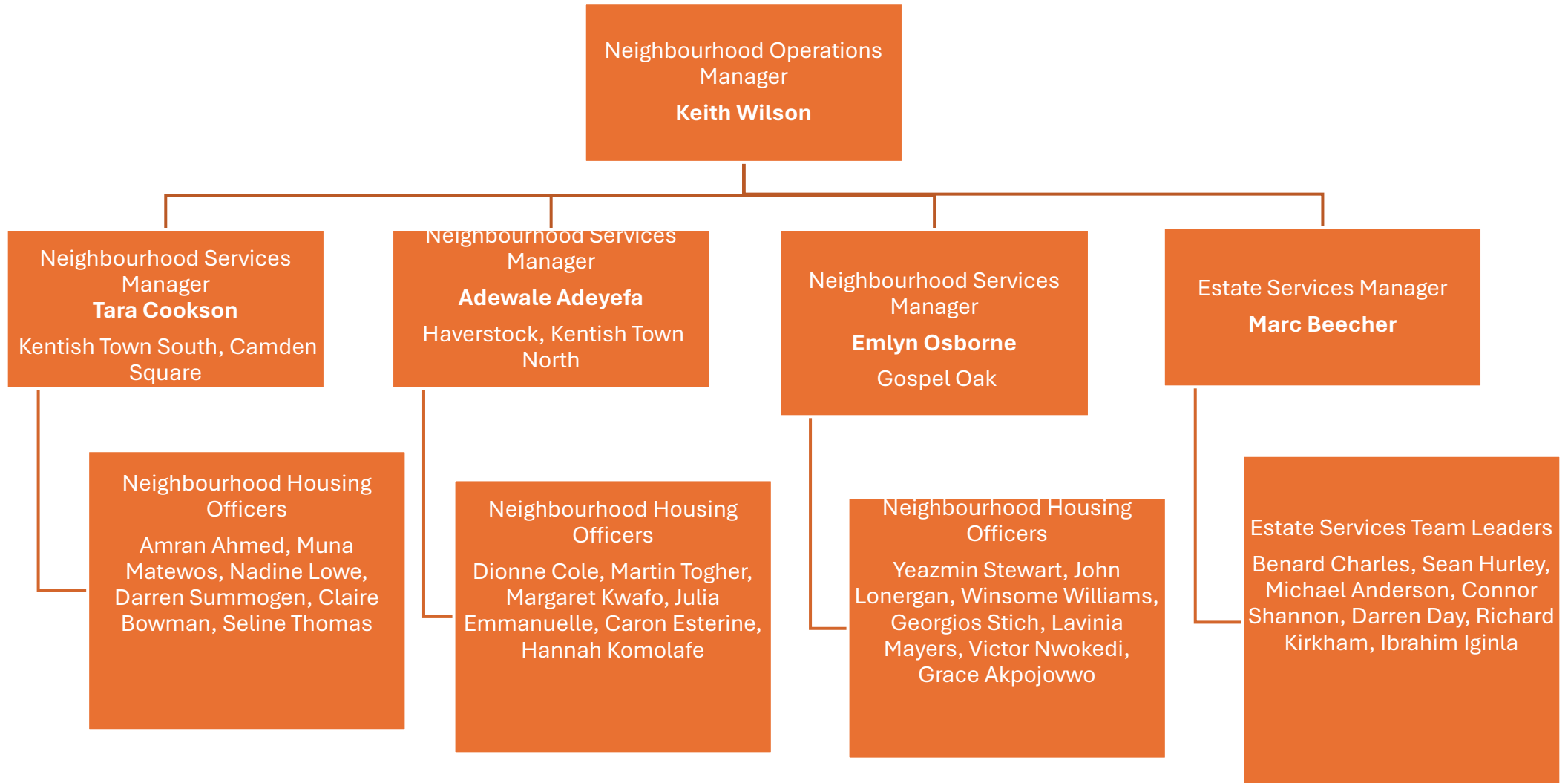
North Neighbourhood



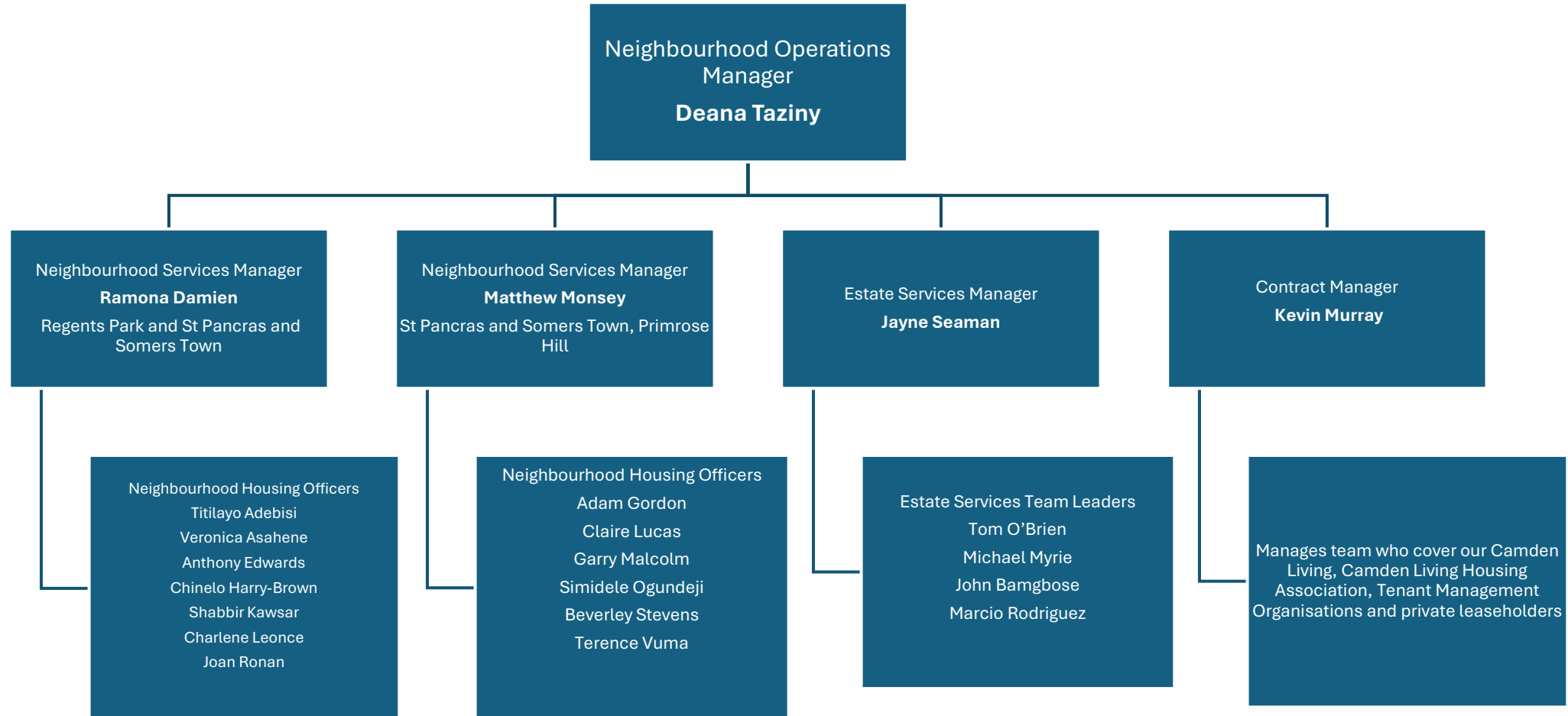
West Neighbourhood



East Neighbourhood



Central Neighbourhood



South Neighbourhood

