

ODS

Estates Officer

Service Standards



working
with



At ODS we're building a new kind of business. A business that's good for everyone; one that creates a more inclusive and sustainable economy that truly balances purpose and profit, one that considers the impact of their decisions on their employees, customers, suppliers, community, and the environment.

The Estates Officer's team is responsible for ensuring that the communal areas of Oxford City Council's tower blocks, sheltered blocks and low-rise blocks are kept to an acceptable standard.

This includes keeping the areas clean and free from rubbish and graffiti and undertaking minor repairs and maintenance. This supports Oxford City Council's commitment to 'Meeting Housing Needs'.

We will:

- Carry out routine cleaning of tower blocks, sheltered blocks and low-rise flats for all communal entrance areas and hallways
- Carry out minor repairs and maintenance inside communal areas of blocks of flats, e.g. changing light bulbs, adjusting door closers, and replacing window handles
- Report to the Contact Centre, any repairs inside/outside that are noticed whilst carrying out duties at blocks of flats
- Remove, or arrange for the removal of, offensive graffiti within 24 hours of notification and removal of other graffiti from our blocks of flats within 14 days
- Provide a 24-hour, 365 days a year, emergency caretaking service for our communal areas
- Assist in keeping communal areas free of bicycles, buggies, pushchairs and other personal belongings in conjunction with Tenancy Management Services
- Carry out regular testing of key safety systems, e.g. fire alarms and emergency lighting.

You can help us achieve our Service Standards by:

- Reporting any repair, including graffiti, on any of our buildings or properties
- Reporting any incidents requiring our emergency caretaking service
- Keeping communal areas, particularly fire exit routes, free from rubbish and unwanted items and using the waste collection service provided by ODS, or by taking them to one of the waste recycling centres provided by Oxfordshire County Council
- Keeping communal areas free of bicycles, buggies, pushchairs and other belongings.

Tell us what you think:

Your feedback about our Estate Officer services, and how these can be improved, is welcomed.

Please visit www.oxford.gov.uk/feedback

All comments, complaints, and suggestions will be responded to.

For further information:

Visit www.oxford.gov.uk

Call 01865 249811

Visit the Customer Services Centre:

Oxfordshire County Council Library

Queen Street

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