



aire  
valley  
homes leeds

## Super Caretakers – Did You Know?

### **AVHL super caretakers working for your neighbourhoods and communities, keeping the estate clean, tidy and litter free**

- Since February our caretakers have responded to 480 referrals , the majority are from you about your estates , they involve fly tipping , litter picking and garden works.
- We have responded to your requests for help within 5 days - our target was 20 days, so we are not surprised that over 83% of our customers were pleased with the speed of response.
- We are pleased that not only have we responded to your request within 5 days but the work associated with your request has been completed within those 5 days.
- Did you know that 82% of people who receive a service from the super caretakers are either happy or very happy with the work carried out and this percentage increased to 93% when we asked if the work met with your expectations
- From the 480 referrals we received
  - 28 related to removing furniture like suites or sofas
  - 77 incidents of fly tipping on open areas
  - 26 referrals relating to communal areas where the teams carried out litter picking
  - 221 referrals were received where we removed rubbish and debris
  - 113 referrals were received for help from our older vulnerable or disabled tenant's in relation to their gardens
  - 13 referrals were recorded as miscellaneous because they involved a number of issues

Why not take a minute to complete our environmental survey and help us improve our environmental services to you, or why not become a customer environmental inspector, fill out the Interest Form on the Environmental Customer Inspectors page, and send it to us, we'll be in touch shortly after receiving it from you.

We already have some customer environmental inspectors so if you think you might be interested give us a call and we'll arrange for you to meet with them and go out on an inspection before you make any commitment

if you have mobility problems or a disability we can help, and you can still play an important part in improving our services to you

We look forward to hearing from you.