

Cleaning Service Standards (Communal areas, multi storey flats) Our Commitment to you

Where we provide cleaning services in multi storey flats or flats with communal entrances we are aiming to provide a cleaner and safer environment for tenants and residents and to do this we will:

We will:

Daily

- provide responsive emergency cleaning to mop and clean any spillages, including body fluids to any communal areas of the building and keep these areas free of any obstructions and clear any broken glass etc.
- check all communal areas and secure areas of the building. We will remove rubbish and other discarded bulky items leaving the area safe and free of obstructions. i.e. ground floor bin chamber or store room, twice a day including buildings cleaned by the Cleaning Contractor.
- check refuse chutes, hoppers and chambers on each landing, rotate paladin bins as needed and arrange for any blockages to be cleaned.
- carry out visual checks of the communal areas, report repairs to communal areas and report any acts of vandalism.

Routine Tasks

- arrange for the removal of needles and syringes.
- sweep and litter pick pathways in the immediate surrounding area as and when needed.
- arrange to clear drain and gully tops and report any blockages.
- clear snow and ice and grit access paths to the building.
- report any lift breakdown or defects to the Lift Section.

The Caretaker's normal work hours are:

8.00 am to 4.30 pm Monday to Thursday

8.00 am to 4.00 pm Friday

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Please note that Caretakers take an hour lunch break sometime between 12 noon and 2.00 pm.

To minimise the risk of fire it is essential that you see your caretaker to dispose of bulky items.

Your caretaker will provide advice and help during and outside normal office hours if an emergency arises i.e. fire, flood, loss of electrical power or when people may be trapped in a lift, or the lift is out of order.

GENERAL CARETAKING SERVICES

If anybody is trapped in a lift, please contact the Fire Service.

In an emergency, if your Caretaker is not there, please contact our emergency service on:

0800 91 516 00

If you have any queries or in case of complaint please contact:

0800 915 1600