

# COMMUNAL CLEANING



---

TENANT INFORMATION GUIDE

---

# Communal Cleaning



## What will contractors clean?

Standard weekly tasks will include:

- sweeping, vacuuming or mopping floors as required
- removing litter from indoor and outdoor shared areas
- sanitising and damp wiping touch points
- cleaning the inside of communal windows if required
- cleaning bin stores
- Sweeping the external steps
- Wiping the front door, glazing and the door handles.

In addition to the above, the cleaning contractors will complete the following tasks twice per year:

- Washing the outdoor bins
- Washing any windows that can be reached without ladders.

If you think other areas should be cleaned, let us know. We can review cleaning schedules when we renew the contract. We may be able to do this earlier if you and your neighbours want a change to the contract. Please note that this may incur a higher cost, and we will need to consult your neighbours. If the charge is likely to be reduced, we will need to negotiate with the contractor and you will be informed of the outcome.



# Communal Cleaning

## How we manage the cleaning contract

Your Estate Compliance Officer visits every four weeks to check the standard of cleaning in the communal area and in the bin stores. We take photos of the area and provide a grading – poor, fair or good. If the grading is poor, we will investigate why.

If the cleaning is at fault, we will let the contractor know and, if appropriate, ask the contractor to return and carry out an extra cleaning or agree a reduction for that week. If grading remains poor on the next visit, and this is also due to the contractor, we will hold a meeting and work with the contractor to improve the cleaning standards, increasing inspections if necessary. We will let you know if the cleaning is not satisfactory for 2 consecutive months or more.



---

## How you can help

It should be clear that someone has visited and cleaned the communal areas. A note of the start and finish time should be posted on the wall. If you do not think this is accurate, please let us know. Your estate compliance officer will try to return to check the standard of cleaning and take photographs.

If the area is untidy and this may cause a hazard (e.g. chemical or hazardous items on the floor), and the cleaning is not due for several days, let us know and we will try to arrange for an additional or earlier clean.

If you have a neighbour that often leaves waste items in the communal area, let us know. We will usually write to everyone in the building to remind everyone to keep the area clean. If that doesn't work and we can identify who is responsible, we will contact them directly and work with them to improve their use of the communal area.