



Communal Cleaning Specification

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1.0 General

1. The Service Provider and their operatives must be qualified and competent to carry out the works required under this agreement.
- 1.2 The Service Provider must at all times take reasonable precautions to ensure the safety of users of the development and ensure that they are caused the minimum of inconvenience.
- 1.3 This document should be read as part of the Short Form Contract in relation to Estates Services.
- 1.4 All work shall be carried out on weekdays only between 8:30am and 5:30pm.
- 1.5 If weekend or Bank holiday work is considered necessary due to inclement weather, this must be agreed with the Client before this takes place.
- 1.6 The Service Provider shall be responsible for any necessary precaution to avoid damage to the property of the Client and its residents. Any such damage is to be reported to the Client and the costs of repair, making good, or replacement shall be recoverable from the Service Provider.
- 1.7 The Service Provider is to ensure that no machinery, materials etc. are left unattended. Under no circumstances shall toxic, inflammable or noxious substances be stored on site.
- 1.8 The Service Provider is to make good any damage to pipes, ducts, windows, main cables etc. due to any cause within his control.
- 1.9 If for any reason beyond the Service Provider's control it should prove impossible to carry out the works specified in this contract the Client's representative should be advised immediately.
- 1.10 All Material and substances required for the purposes of this work package are to be provided and managed by the Service Provider; under no circumstances shall these materials and substances be retained on the premises. Equipment may be stored on site in the cleaning cupboards for example Mops, Buckets, Hoovers, Cloths and Brushes.
AMENDED

2.0 Services Provided

- 2.1 This agreement shall include for all work associated with cleaning the communal areas of the estates or schemes in the schedule attached within the contract documentation.
- 2.2 In general terms, the communal areas including entrances and bin stores, where applicable, will be maintained to a standard providing a pleasant, clean and safe environment for use by the residents and visitors to the premises.
- 2.3 This will pay due regard to the needs of security (e.g. clear areas and avoidance of trip hazards).
- 2.4 All operatives need to familiarise themselves with the Fire evacuation procedure for any building in which they work.
- 2.5 The Service Provider must produce written Risk Assessments relative to the tasks being undertaken and to include as a minimum, Lone Working, Lifting and Handling, Working at Heights.
- 2.6 All signage required during the course of work undertaken, such as Wet Floor Signs, are to be supplied by the Service Provider
- 2.7 All containers utilised by the Service Provider are to be appropriately labelled and under no circumstances should decanting of materials be allowed on site.
- 2.8 The work is to be carried out to the complete satisfaction of the Client and all work is to be carried out to approved standards.

3.0 Scope of Work

3.1 Litter

3.1.1 Collect and dispose of small items of litter in the communal stair wells and window ledges

3.2 Vacuum

3.2.1 Vacuum clean any entrance mats, wells and stairs.

3.2.2 Vacuum thoroughly all hard floor Corridors, Stairs & Hallways.

3.2.3 Vacuum thoroughly all carpeted Hallways, Stairs & Corridors. (Dependent on access to an electricity source).

3.3 Sweep / Mop (As applicable)

3.3.1 Sweep thoroughly all hard floor Corridors, Stairs & Hallways.

3.3.2 Mop thoroughly all hard floor / Vinyl Corridors, Stairs & Hallways, being particularly aware of ensuring surfaces are dry before leaving the area.

3.3.3 Sweep and Mop all external entrance areas, being particularly aware of ensuring surfaces are dry before leaving the area

3.4 Damp Wipe

3.4.1 Damp wipe clean all skirting's, banister rails, door and window ledges.

3.4.2 Wipe Clean Painted Walls Where Accessible. (Please be aware that this may cause flaking of Paintwork)

3.4.3 Wipe clean all general surfaces including entry control panel, light switches, light fittings, notice boards, walls, communal doors and remove any stubborn marks/ chewing gum etc. using the appropriate cleaning chemical.

3.5 Doors and Windows

3.5.1 Wash clean internal / external communal entrance doors and associated glass, internal glass partitions and doors where fitted, internal communal window frames and sills where safely accessible.

3.5.2 All hard standings, pathways, roads, car parks, drying areas etc. are to be swept thoroughly during the last week of each month.

3.5.3 Where provided, litter bins are to be emptied.

3.6 Bin Stores

3.6.1 Sweep all Bin Store floor areas, ensuring loose litter is picked and floors are clear

3.6.2 Disinfect all Bin Store floor areas.

3.7 General

3.7.1 Clear all cobwebs and hanging dust, high and low level.

3.7.2 Please note that if the stairs / floor area is unsealed concrete mopping may not always make a visible difference to the appearance of the stairs / floor.

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3.8 Sheltered

3.8.1 The clauses within this section apply only to works required in Sheltered Accommodation, which are identified in the attached schedule. All of the specification clauses prior to this also apply

3.8.2 Communal bathrooms are to be cleaned on a daily basis, to include all sanitary wear, baths, showers, shower screens, tiled areas and floors.

3.8.3 Floors to be mopped with a non abrasive disinfectant and dried prior to leaving the bathroom.

3.8.4 Quarterly cleaning of shower heads, hoses or any spray taps in communal bathrooms.

3.8.5 Communal kitchens are to be cleaned on a daily basis to include all sinks, tiled areas, floors and worktops. All bins are to be emptied and cleaned with a disinfectant solution.

3.8.6 Cupboard doors and Fridges are to be wiped on at least a weekly basis or as necessary to ensure that the build of grime is discouraged.

- 3.8.7 Laundry areas are to be cleaned on a daily basis to include all floors to be swept and or mopped and all spillages dealt with
- 3.8.8 Clearing of fluff and debris from lint screens in tumble dryers is to be undertaken on a weekly basis.

4.0 Work Intervals

- 4.1 One clean per week on a predetermined day to suit both WPH and the residents on all General Needs properties
- 4.2 If the appointed day occurs on a bank holiday, the schedule needs to be amended to ensure a weekly clean is still carried out.
- 4.3 Daily clean Monday to Friday to be undertaken in Sheltered Accommodation as shown in the attached schedule.

5.0 Measurement

- 5.1 Compliance will be measured against the frequency of scheduled visits.
- 5.2 Service Providers are required to provide a schedule of attendance on a monthly basis to support their payment application.
- 5.3 Estates Service Officers (ESO's) will be undertaking monitoring on a 3 star basis any monitoring showing below standard workmanship on two consecutive weekly checks will be brought to the attention of the Service Provider
- 5.3 All contractors to sign in / out on each visit, this log book will be held locally and managed by the ESO's or Shelter Managers as applicable

6.0 Liaison

- 6.1 Additional requests for general or specific tasks will be raised via the ESO and or Scheme Manager as a verbal instruction and will be followed up by a separate request from the repairs. If work is carried out via a verbal instruction it is also the responsibility of the Service Provider to ensure a form of written request is generated by WPH.
- 6.2 Unless there has to be an escalation of urgency, it should be assumed that the request will be carried out during the next visit to the site.
- 6.3 If the Service Provider is unable to carry out the work at their next visit they should advise the Client by email of the anticipated delay and the reason and reschedule the work accordingly, creating an audit trail on the records.
- 6.4 Only in exceptional circumstances will 'a lack of labour' be an acceptable reason for failing to meet the service target.

7.0 Reporting

- 7.1 During visits to the site, the Service Provider is to bring to the attention of the Client any works, which he considers requires attention and which is not covered by this Agreement.
- 7.2 This would particularly apply to any item, which poses a threat of danger to persons or property and any acts of vandalism and/or damage (including graffiti) in addition to items stored in the communal areas that could be flammable or obstruct the escape routes.
- 7.3 Where any additional work is required a written request must be sent to the Estates Services Team who will arrange authority for the work to be undertaken.

8.0 Disputes

- 8.1 Disputes regarding any matter relating to the Specification shall, in the first instance be referred to the ESO for the relevant address.
- 8.2 If it is considered that a satisfactory resolution has not occurred full details should be escalated to the Estate Services Manager who will investigate further.

9.0 Call Out Procedures

- 9.1 It would be highly unlikely that cleaning staff would be called outside normal working hours. However any emergency situations should be reported via 24 hour help line which will be picked up via the appropriate WPH Management Team.

10.0 Specification Acceptance

Name.....Signature.....

(For and on behalf of Service Provider)

Position.....

Date.....

Name.....Signature.....

(For and on behalf of Women’s Pioneer Housing)

Position.....

Date.....