

Estates Management Service

All flooring hard/carpeted

Weekly

1. Brush clean all stairwells, landing and deck accessing by hand. All stairs visited weekly.
2. Remove rubbish; including all general small litter items ensuring that these can be disposed of within refuse sacks.
Larger household items are covered under the bulky uplift run that takes place on a Friday. Bulky items should be stickered with 'Council Aware' and should be uplifted after 7 days.
3. Clean & mop complete areas defined in item 1. (It may not be possible to remove some stains/blemishes). Caretakers/cleaners will refrain from mopping in icy/frosty conditions.
4. Brush clean carpeting and mats by hand using hard brush.

Walls

Spec A – As and when required (at least monthly)

1. Mop and clean walls to shoulder height by hand.
(It may not be possible to remove some stains/blemishes).

Architectural Features

Monthly

1. Dust/clean all ledges, skirting, windowsills and pipe work within the stairwell to shoulder height by hand, using a cloth and suitable cleaning agent.

Glazed Areas – Internal

At least monthly

1. Visually inspect all glazed areas and report any faults. This is to be done weekly when visited on the cleaning schedule.
2. Wash and polish internal glass to shoulder height within stairwell with duster and glass cleaner. (Monthly cycle)

Glazed Areas – External

Monthly

Also when required due to debris/mess

1. Wash and polish external glass and glazed entrance door to shoulder height with duster and glass cleaner. (Only if windows turn to open)

Paved Areas

(Covers walkways immediately connecting external doorways, front & rear where appropriate).

Monthly

1. Brush and wash down any paved areas, i.e. slabbing or asphalt surfaces.
2. Report any Health & Safety issues associated with slabbed areas to CSC (Call Centre) within 48 hours of inspection.
3. Remove external light rubbish in immediate vicinity that can be disposed of in refuse sacks.

Light Fittings

Weekly

1. Clean external surfaces of lights within stairwells by using cloths and cleaning agent.
2. Report any vandalised lighting to Street Lighting section for repair within 48 hours of inspection. Emergency number for lighting faults displayed on internal lighting box.

Door Entry System (where in service)

Weekly

1. Inspect and check door entry system is operational. Log defects and report to CSC where required.

Bin Stores

Weekly

1. Visual check of bin stores. Log defects and report to CSC where required.

Graffiti Removal

Weekly

1. Visual check and removal of any light graffiti.
2. Report any heavy/hard to remove graffiti to CSC.
3. Immediately report graffiti of an offensive nature to CSC

Grids, Rhones and Downpipes

Monthly

1. Visually inspect surface water and rainwater goods.
2. Remove any litter in grids within reach and report any accumulation of soil to CSC.
3. Report any defects to rainwater goods (overflowing gutters, defective downpipes) to CSC within 48 hours of inspection.

Drying Areas

Monthly

1. Visual check of drying areas and report defects to CSC.
2. Remove any light rubbish that can be disposed of.

Repairs

Weekly

1. Visual check for any required repairs and report to CSC.

Additional Conditions for Specific Areas Only

1. Remove bins from stores to roadside and return to stores after collection of rubbish
2. Clean all work surfaces in all laundrettes by hand using cloths and cleaning agent once a week each Friday.
3. Report any defects in machinery within the laundrette to the CSC.

Blackburn

1. Clean stairwell internally as per specification on an additional occasion per week.

General Conditions

1. All contact should be made with the appropriate person to deal with any particular issue.
2. Enhanced Estate Management staff will contact the CSC about any issues or faults noted during the course of their daily operations.
3. The Enhanced Estates Management Team are only responsible for maintaining the existing condition only – upgrading works will be treated separately.
4. Tenant Participation – **Housing staff** must ensure that tenants understand the full working of stairwell systems and have any necessary equipment e.g. key fobs, handbook etc.
5. Enhanced Estate Management staff will issue the schedule of cleaning/inspections for each area to the CSC and Housing Offices and on posters in the stairwells.
6. Stickers will be used to highlight that repairs have been logged and will be carried out.