

## Estate Cleaning Service Standards

Area	Task	Frequency
Ground floor entrance door area	Sweep, Mop & Clean	Daily
	Check for drug abuse	Daily
	Sweep & Mop staircases	Weekly
	Clean handrails/banisters	Weekly
	Clean doors	Weekly
	Clean Skirting	Weekly
Tower Blocks/blocks with internal landings	Litter pick landing	Daily
	Sweep & Mop landing	Weekly
	Clean handrails	Weekly
	Clean handrails/banisters	Weekly
	Clean communal doors	Weekly
	Clean walls	As required
Communal staircase glazing & grills	Check	Daily
	Remove stains	As required
	Clean	Monthly
Blocks with external landings	Remove rubbish	Daily
	Clean stains on walkway and railings	As required
	Sweep	Monthly
Lifts floors	Sweep & Mop	Daily
Lift walls/mirrors	Check	Daily
	Remove stains/marks	As required
	Clean	Weekly
URS- Minerva/Dinmont/Ada/Pritchard	Check and keep clear	Daily
	Clean around bin and bin area and disinfect	Daily
Intake storage room area/doors	Clean	Monthly
Fire Intake Doors	Clean	Monthly
Estate Grounds-grassed areas	Remove litter	Daily

<b>Estate grounds-tarmac or similar</b>	<b>Remove litter &amp; sweep</b>	<b>Daily</b>
<b>Residential estate facilities - e.g. pram sheds, garages, electrical intake doors, telephone equipment doors etc.</b>	<b>Remove litter and sweep</b>	<b>Daily</b>
	<b>Clean</b>	<b>As required</b>
	<b>Report damage or defects</b>	<b>As required</b>
<b>Estate wide</b>	<b>Remove/paint over obscene/racist graffiti</b>	<b>Within 24 hours</b>
	<b>Remove/paint over other graffiti</b>	<b>Within 7 days</b>
	<b>Report further required paintworks to LHO</b>	<b>As required</b>
	<b>Remove other marks on walls, communal areas</b>	<b>As required</b>
<b>Non URS Bins –all types</b>	<b>Rotate</b>	<b>As appropriate</b>
<b>Refuse chutes/chute areas</b>	<b>Keep clear</b>	<b>Daily</b>
	<b>Sweep, clean &amp; disinfect</b>	<b>Weekly</b>
	<b>Ensure chute rooms doors are kept locked shut</b>	<b>Daily</b>
<b>Bulk rubbish chambers</b>	<b>Sweep, clean &amp; disinfect</b>	<b>As required</b>
<b>Bulk rubbish- all estate areas e.g. balconies, stairwells, landings etc</b>	<b>Remove and store for collection</b>	<b>Daily</b>
<b>Block lights, time clocks, bulbs, tubes &amp; starters</b>	<b>Check</b>	<b>Weekly</b>
	<b>Replace</b>	<b>As required</b>
<b>Block lights</b>	<b>Clean lights</b>	<b>Monthly</b>
<b>Courtyard Gullies</b>	<b>Visual check of gutters</b>	<b>Daily</b>
	<b>Remove Debris</b>	<b>Daily</b>
<b>Anti-Social Behaviour – general</b>	<b>Inspect dumped rubbish</b>	<b>As required</b>
	<b>Report Dumped Rubbish to the CHO</b>	<b>As required</b>
	<b>Identify perpetrators or address wherever possible</b>	<b>As required</b>
	<b>Report any other type of ASB e.g. drug paraphernalia etc</b>	<b>As required</b>