

Cleaning and Caretaking Local Standards



Signs/communication

We will keep you informed about the work we conduct in your neighbourhood

- We will publicise cleaning schedules for each estate on notice boards or within blocks
- A member of Estate Services will attempt to make contact with new tenants and leaseholders within 2 weeks of moving in. We will do this either by door knocking or by a leaflet drop
- We will work with the council's recycling team to identify and develop opportunities for improved recycling on our estates
- We will provide details of the recycling performance for each estate on a monthly basis and publicise on waste notice boards
- We will publicise details of how to contact Estate Services through our Customer Call Centre
- We will ensure that all signs are kept clean and graffiti free.

Additional services

We will provide additional services to residents who need them

- We will contact all vulnerable residents over 75 to ask whether they have specific refuse collection needs and assist where needed
- You can request a review by Estate Services Management about the need for a deep clean in your block. You will be advised of the decision and of the date if successful. You will be invited to a post inspection
- We will steam clean lifts twice a year. We will publicise this by displaying notices in the main entrance advising of this on the day of cleansing.

Cleaner neighbourhoods

We will keep your neighbourhood clean and tidy

- We will remove reported instances of dog fouling from internal communal areas, play areas and block entrances within 24 hours of it being reported (Monday – Friday)
- We will remove 100% of all graffiti within 24 hours of it being reported
- Nuisance vehicles will be removed within 15 days once warning notices have expired. We will keep you updated on the progress of reported nuisance vehicles
- We will check for faulty lights on the day of cleansing and replace faulty bulbs and report faulty fittings as a repair
- We will replace light bulbs within 48 hours of it being reported or within 24 hours if there is a danger to the public, where readily accessible (Monday – Friday)
- The street cleansing team will litter pick once a week. This will be supplemented by at least one additional litter pick by Estate Services
- Chutes will be steam cleaned and bin areas jet washed twice a year and notices will be displayed in the entrance hall advising of this
- In blocks with lifts we will spot mop lifts and ground floor lobbies (Monday – Saturday).

Scrutiny

We will work in partnership with residents to monitor the performance of the cleaning and caretaking service

- We will empower a resident scrutiny panel to complete estate surveys per quarter to assess standards
- We will aim to increase satisfaction rates to 80%
- Service Heads will attend quarterly resident scrutiny panels to discuss performance against the agreed local standards
- We will aim for an 80% pass against standards
- We will check communal areas for personal items being stored and remove where identified
- We will conduct random spot checks of estates in conjunction with residents.