

**CleanCare Service Standards**

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|  | **Independent living schemes** | **Low rise** | **High rise** |
| **Foyer area and laundrette** | **DAILY**Swept and spot cleaned**.****WEEKLY**Vacuumed floor areas and mop, rails and skirting boards all wiped down. | N/A | **DAILY**Will be swept and spot cleaned.**WEEKLY**Vacuumed, floor areas mopped, rails and skirting boards wiped down. |
| **Lifts** | **DAILY**Swept out and spot cleaned**WEEKLY**Mirrors, walls wiped , door tracks swept out and mopped. | N/A | **DAILY**Swept out and spot cleaned | **WEEKLY**Mirrors, walls wiped, door tracks swept out. |
| **Corridors** | **DAILY**Checked/spot cleaned, litter removed.**WEEKLY**Vacuumed or swept, wet mopped.Dados rails/doors wiped down.Walls spot checked and cleaned daily if needed | **WEEKLY**Vacuumed or swept, wet mopped.Dado rails, doors, skirtings wiped down.Walls spot checked andcleaned if needed | **DAILY**Checked/spot cleaned, litter removed.**WEEKLY**Vacuumed or swept, wet mopped.Dados rails/doors wiped down.Walls spot checked and cleaned daily if needed |
| **Stairs** | Walls spot clean daily.Treads check for defects /spot clean daily. Mopped weekly.Rails damp cleaned monthly. | Swept and wet mopped weekly. Railings / glass panels wiped. | Walls spot clean daily.Treads check for defects /spot clean daily. Mopped weekly.Rails damp cleaned monthly. |
| **Interior windows in block** | Spot clean daily and fully cleaned bi-monthly by contractor. | Spot cleaned weekly and full clean four weekly. | Spot clean daily and a full clean monthly. |
| **Exterior windows in block** | Full clean bi-monthly communal only by contractor. | Ground level spot cleaned weekly, full clean all bi monthly. | N/A |
| **Chute rooms and hoppers** | N/A | N/A | Checked daily and spot cleaned. |
| **Bin room** | Checked daily and full clean weekly. | Bin stores tidied weekly, bulk waste reported and investigated | Check daily and change bins as required. |
| **Balconies** | N/A | Check daily and spot cleaned. | Check daily and spot cleaned. |
| **Exterior grounds** | Litter picked daily, bulk waste reported and investigated. | Litter picked weekly. bulk waste reported and investigated | Litter picked daily, bulk waste reported and investigated |
| **Shower areas, wet rooms and bathrooms** | Checked daily and full clean weekly. | N/A | N/A |

Twice a year the blocks will have any additional full and deep clean. We will carry out weekly inspections to ensure that the service standards are met which will be displayed in the block.

**Tenants’ responsibilities:**

The tenancy agreement states;

5.21

You must not leave or store anything or allow anything to be left or stored on :

a) any balcony belonging to the property

b) any communal areas or gardens used in connection with the property

c) any land we own in the locality of the property.

Except any areas that have been set aside specifically for storage and that we have given permission for.

Any issues, please call 0161 331 2000.