

## **Estate Cleaning and Grounds Maintenance**

### **Requirements of the contractor**

All operatives must carry identification at all times.

Operatives must be “presentable” at all times. There is no requirement for uniforms, but it should be remembered that they will be representing the Association whilst on site. The contractor should ensure that operatives wear protective clothing when appropriate.

A contractor representative will, as appropriate, be required to attend meetings with the client and tenant meetings jointly with the client.

The contractor will ensure compliance with relevant Health and Safety regulations and COSHH regulations.

The contractor will supply all cleaning materials, equipment, tools and plant in order to fulfil the requirements of the work.

The contractor must respond to written complaints from the Client, in writing (email acceptable), within 10 working days.

The contractor shall not assign or sub-contract any duty (or part thereof) without the prior written consent of the Client. Such consent, if given, shall not relieve the contractor of any obligation or liability. The contractor shall be responsible for the acts, defaults, omissions or neglects of the assignee or sub-contractor, as if they were those of the contractor.

The contractor shall respond to emergencies on the same working day as a request is made, on the basis that this is received by 12 midday. After that time the contractor shall respond by 12 midday the following working day.

The contractor shall therefore ensure that all operatives can be contacted at all times.

The contractor shall notify the client of any work required beyond the scope of the agreed work, in writing. This may be by fax or email. The Client shall respond to these notifications, if appropriate within 2 working days.

The client may add or omit sites from the schedule, or amend the specific requirements on any particular site following commencement of the contract, with one weeks notice in writing. These shall not be so substantial as to vary the total contract value by 10% (+ or -) without prior agreement of both parties.

The Association will conduct regular on site checks to confirm the required activities are being carried out to our satisfaction.

All internal and external cleaning must be carried out on the same visit by the same team. Grounds maintenance should be carried out separately by a qualified person(s).

The contractor is expected to provide ongoing supervision and monitoring of its operatives to ensure that standards are maintained.

COMMUNAL CLEANING (INTERNAL & EXTERNAL) SPECIFICATION

Name of Estate: NEW NORTH ROAD

Address: RICHMOND

Relevant information

Bin collection day: FRIDAY

Bins to be rotated on; EACH VISIT

Frequency of attendance: ONCE A WEEK

Days for attendance: MONDAY AND THURSDAY

Area of work	Frequency
<b>CLEANING</b>	
Sweeping, mopping and litter picking all internal surfaces and ensure they are 100% debris free. Any emergency mopping to be carried out as required.	once a week (Action by contractor)
Sweeping and litter picking all external communal hard surface areas including footpaths, flowerbeds, paved walkways, parking bays, roads, grassed areas, ( this includes removing fallen leaves and picking up loose stones/gravel as well)	Once a week (Action by contractor)
Mopping, washing and disinfecting communal halls, landings stairs and	Once a week. (Action by contractor)
Removal of any hazardous or clinical waste from site  ( persistent presence of such waste should be reported to the association)  (Prices to be quoted separately)	Each visit (Action by contractor)
Damp wiping of communal doors & furniture, ironmongery, light switches, balustrades, hand rails, entry control panels, skirting, ledges and remove any marks on the lower walls.	Once a week ( to be done at same time as mopping)- (Action by contractor)

<b>WINDOW CLEANING</b>	
Clean all glass and sills to communal windows and doors, inside and outside.	4 TIMES A YEAR
<b>REFUSE AREAS</b>	
Check bins for rotation at each visit and move as required.	Each visit
Tidying, cleaning and disinfecting refuse bins and bin chambers.  Temporarily remove the refuse containers or sacks and sweep out and wash and disinfect the floors and lower walls.  Refuse containers/sacks to be replaced and any loose bags bagged up and the bin areas left tidy on completion.	Each visit
Any items of bulk refuse on the estate should be removed from site within 5 working days at extra cost.  An email should be sent to the association identifying the site once the bulk has been identified together with the cost of removal.	To be checked at each visit
<b>COMMUNAL LIGHTING</b>	
Clean light fittings including removing bugs from inside when defective bulbs are being changed.	As required
Checking lighting to common parts by overriding sensors and report defective light bulbs to ISHA's maintenance team	Once a week. (Action by Estate officer)
<b>GRAFFITI</b>	
Racist, sexist, homophobic or offensive graffiti to be removed within 24 hours of being noticed. If that is not possible to be removed/covered within 5 working days by the estate officer.  Other graffiti to be removed within 10 working days.	To be checked at each visit (Action by Estate Officer)
<b>ANNUAL TASKS</b>	
Machine clean internal landings and stairs as appropriate for material, e.g. carpets to be shampooed, vinyl to be stripped polished and sealed, concrete to be scrubbed and sealed with appropriate dressing. Pressure Jet wash car park ( cost to be identified separately)	Annually.  Contractor to provide schedule at start of year.
<b>REPORTING REPAIRS</b>	
Any defects or repairs( e.g. broken windows, vandalism) to the communal areas should be reported by email to the association after each visit	Each visit (Action by Estate Officer)

GARDENING /GROUNDS MAINTENANCE SPECIFICATION

Name of Estate: NEW NORTH ROAD

Address: \_ RICHMOND CLOSE

Frequency of attendance: EVERY MONTH

___scope of activity	Frequency
	Between March - October
<p><b>Hard landscaping</b>                      Paths, courtyards ,car parks, pavements and all other areas of hard landscaping to be weeded and treated with weed sprayer in accordance with horticultural best practice</p>	Every Quarter
<p><b>Beds and Borders</b>                      Litter will be removed before work is commenced on all planted areas.</p> <p>Bedding areas will be mulched or tended during the growing season.</p> <p>Flowers to be dead- headed</p> <p>Soil surface to be left loose and aerated after work</p> <p>Shrubs and bushes to be cut back, shaped and pruned when/where appropriate to stimulate healthy growth                      To cut back flowering ivy around bin sheds</p> <p>Corrective pruning to take place to ensure that plants/shrubs do not cause a hazard including: where plants encroach over paths or lawns, or where climbing/tall plants block light pr flues/vents</p> <p>All leaves cuttings and dead plants to be cleared and removed at the end each visit.</p>	<p>Each visit</p> <p>As Appropriate</p> <p>As appropriate</p> <p>Every Quarter</p> <p>As appropriate</p> <p>Every Quarter</p>

**PLEASE NOTE:**

The above specifications will be reviewed after 6 months from the date of the launch.

Signature.....

Islington & Shoreditch Housing Association

Signature.....  
Business & Office Cleaning Service.

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