



Communal cleaning & ground maintenance

- What to expect

Hackney

Introduction

ISHA provides estate services to residents, some estates receive cleaning of internal communal areas, some receive communal gardening (aka grounds maintenance), others receive both. ISHA is proud of the service we provide and wants to ensure that our cleaning and gardening services are up to scratch and meeting their contractual obligations.

Specific information about the service contract for your home and community can be found on your communal noticeboard, on our website www.isha.co.uk/in-your-area or you can request a hard copy to be sent to you. This information is important because it outlines the specific cleaning and/or gardening tasks carried out by our contractors. We send out regular surveys to residents, and complete quarterly inspections of each property to inspect and check that our cleaning and gardening contractor are delivering the required tasks, that you as a resident/tenant/leaseholder pay for. Get to know the specification, so that you can let us know if the cleaner or gardener aren't completing their tasks as specified.

As each property may have slightly different tasks, this leaflet will outline some of the general estate services which apply to a typical multi-story block with a communal garden.

Remember, that the services outlined only apply to communal (or) shared areas, not personal gardens, or property.

Standard cleaning and gardening services specification

<i>Routine cleaning</i>	<i>Frequency</i>
Communal entrance/exit areas	Each visit
Litter pick/Remove refuse (internal & external)	✓
Internal: Remove cobwebs from window and ceiling areas, lights, fixtures etc. which can be reached from standing height	✓
External: Remove cobwebs from communal door sets, lights, etc.	✓
Mats and matwells	✓
Hard surfaces – Sweep (Internal and External)	✓
Vacuum soft flooring	If applicable
Mop floors	✓
Wash/wipe all doors, porches, surrounds etc.	✓
Wash/wipe all fixtures and fittings	✓
Porch's/Canopies – Clean and remove rubbish	If applicable
Communal Floors, Hallways, Landings, Stairs	Each visit
Stairways – Litter pick/Remove refuse	✓
Stairways – Remove cobwebs from window and ceiling areas, lights, fixtures, etc. which can be reached from standing height	✓
Stairways – Sweep	✓
Stairways – Vacuum soft flooring	If applicable
Stairways – Mop	✓
Stairways – Wash/wipe doors and surrounds, panels screens, etc.	✓
Stairways – Wash/Wipe furniture , fixture and fittings	✓
Residents landings/Chute rooms – Litter pick/remove refuse	✓
Remove cobwebs from window and ceiling areas, lights, fixtures, etc. which can be reached from standing height	✓
Residents landings/Chute rooms – Sweep	✓
Residents landings/Chute rooms – Vacuum soft flooring	If applicable
Residents landings/Chute rooms – Mop	✓
Residents landings/Chute rooms – Wash/wipe doors and surrounds, panels screens, etc.	✓
Residents landings/Chute rooms – Wash/wipe furniture, fixtures and fittings	✓



<i>Routine cleaning</i>	<i>Frequency</i>
Bin rooms/Stores	
Sweep/Litter pick/Remove refuse/Mop floors	Each visit
Pressure clean floors/Walls/Ceilings/Bins	Twice a year
Keep refuse chutes clear	N/A
Gutters - keep clean and clear of blockages	N/A
Lifts	
Sweep cars, including lift runners	Each visit
Mop/Wash internal surfaces	
Wash external parts, i.e. doors	
Miscellaneous	
Check and report defective lights	As required
Keep gullies/drains clear	
Wash down walls	
Communal window cleaning quarterly	
Communal areas (<i>External and internal</i>) - Window cleaning	Every three months

<i>Grounds maintenance</i>	<i>Frequency</i>
Grassed areas	
Grassed areas to be mowed up to paving, (<i>minimum length of grass 60mm</i>) fencings or other boundaries and lawn edges trimmed.	Summer schedule: March - October, every two weeks
(<i>Any litter to be removed and disposed of before the grass is cut.</i>)	
The grass to be left even in appearance.	Winter schedule: November - February, once per month
(<i>In very wet conditions, cutting to be suspended until conditions allow cutting to continue without damage to the grass.</i>)	
Grass cuttings to be removed immediately from site.	
Hard landscaping	
Paths, courtyards, car parks and all other areas of hard landscaping to be weeded and treated with weed sprayer in accordance with horticultural best practice.	Four times per year, or as and when weed growth appears on hard surfaces
Beds and borders	
Litter will be removed before work is commenced on all planted areas.	Each visit
Flowers to be dead-headed.	This applies to roses and flowering species that can be dead headed
Soil surface to be left loose and aerated after work.	
Shrubs to be pruned when/where appropriate to stimulate healthy growth.	Twice per year - March and November
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 or flues/vents.	On each visit should this be required
All leaves cuttings and dead plants to be cleared and removed at the end each visit.	Each visit
Trees	
All planted trees up to semi-mature status to be inspected every three years and a report on the findings provided.	Programme to be agreed at start of contract
Tree ties to be checked for dead wood, suckers and signs of damage and then cut back or pruned to shape as necessary.	Annually
Dead or severely damaged trees to be reported to ISHA.	As appropriate



Requesting an inspection

Occasionally you might wish to request an inspection by our Neighbourhoods Team. This can be requested by emailing isha@isha.co.uk - Inspections would still have to be done on a date that is mutually agreed between the Neighbourhood Officer and resident. Emergency inspections will be dealt with the same day.

Requesting changes to services or one-off services

If you would like to see additional services, or request a change of services, email isha@isha.co.uk and list your property address and the type of service you want changed. The Neighbourhoods Team will consult with residents to make sure everyone agrees with the request. Services which could be requested include resident window cleaning (e.g. on a multi-storey), specific or bespoke gardening, playground maintenance. Additional services added after consultation may result in an increase in service charges. Any changes to cost would be included as part of the consultation process and be clearly communicated.

Rubbish and waste

All rubbish and recycling disposal is managed by your local authority: Hackney Council. They will help for the following questions:

- **My refuse men didn't turn up this week?**

Residents are encouraged to Hackney Council waste disposal disposal on 020 8356 6688 or visit <https://hackney.gov.uk/report-a-missed-collection> first and get a reference number. If you contact our Customer Service Team they can also notify the relevant Neighbourhood Officer. A text message may be sent to residents, that ISHA has been notified and reported the missed collection to the local authority. This is to minimise the volume of calls to the office and to and to make sure residents are kept informed.

- **How do I get bulk waste collected?**

Contact Hackney Council <https://hackney.gov.uk/bulky-waste>. You will be given a date when the items will be collected and a reference number which you have to quote if you need to call the waste team regarding the items. Please leave your item(s) out by 7am on your collection day (and no earlier than the night before the collection date. Do not leave any items in the bin store or communal areas before the collection date. Please ensure you display the reference number given to you by your local authority on the items to be collected.

- **We don't have enough bins for everyone here in the block, they always overflow. Can we get more bins?**

Requests for bins/additional bins to be made to neighbourhoods@isha.co.uk. The Neighbourhoods Team will make a request to the local authority upon receipt of the resident's request.

- **Who is responsible for the shrub/ivy/tree in my neighbour's garden or the shrub/ivy/tree in my garden that is overgrown?**

As a resident, you are responsible for maintaining your garden as stipulated in your tenancy/lease agreement. This includes the maintenance of any plants or trees in your garden.

- **I am paying for rubbish collection so why should I pay for bulky waste removal?**

You only pay for the bin collection through your council tax. The council tax does not cover you, if you wish to dispose of items such as a mattress, furniture, other white goods such a cooker, fridge, fridge freezer, etc. you must contact Hackney Council.

- **Why do I have to pay for other people's bulky waste?**

ISHA will check the CCTV cameras (where applicable) to identify the person/s who dumped the bulky waste and request that they arrange removal of the items. However, in situations where we cannot identify the perpetrator this cost is attributed to communal charges.



Other frequently asked questions

Our Neighbourhoods Team are very knowledgeable about ISHA properties, residents and ISHA policy. If you have any questions about your service, or anything else, ask your friendly Neighbourhood Officer:

- **How do I get a replacement fob/remote?** Please contact isha@isha.co.uk for replacement fob. Each fob cost a minimum of £10 (Some fobs, such as those for the car park, may cost more than £10)
- **Can I leave my shoe racks, plant pots, shoes, door mats outside of my front door?** The communal areas must always be obstruction free. You must not store any items in the communal area. ISHA has a zero tolerance to people leaving items in the communal area. Any items stored in the communal area will be removed without notice and disposed of.
- **Can I have a BBQ on my balcony?** No, ISHA policy prohibits the use of BBQs on balconies as this poses a serious fire risk

How to get in touch

Your communication preferences are important to us. There are several ways to get in touch with ISHA, please let us know what your preference is, and we'll make sure to use that method.

Phone: 0300 131 7300

Email: isha@isha.co.uk

Write: ISHA 102 Blackstock Road, N4 2DR

Website: www.isha.co.uk

Resident involvement: (scrutiny, forum, resident association, etc.)

involvement@isha.co.uk

Hackney Council: 020 8356 3000