

<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. (<i>Any litter to be removed and disposed of before the grass is cut.</i>) The grass to be left even in appearance. (<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.	Summer schedule: March - October, every two weeks Winter schedule: November - February, once per month
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. Soil surface to be left loose and aerated after work.	This applies to roses and flowering species that can be dead headed
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



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

Tower Hamlets Council: 020 7364 5000