



COMMUNAL CLEANING & GROUNDS MAINTENANCE
Schedule Summary for Residents

Name of Estate: Salisbury House N5

Address: 23 Highbury Corner, N5 1RB

Relevant information

Bin collection day: _____ Daily _____

Frequency of attendance by the contractor: _Monday/Wednesday/Friday

Days for attendance by the Estate Officer: ____ Tuesday/ Friday

Part A Core Service

Description of core tasks and works required	Frequency	Quality Indicator (EO to monitor)
Litter removal from communal areas, grassed areas & shrubs <i>To litter pick and sweep this area and ensure they are 100% debris free and remove all debris from site</i>	Each visit	
Graffiti and chewing gum removal <i>Racist, sexist, homophobic or offensive graffiti to be removed within 24 hours of being noticed.</i> <i>Other graffiti to be removed within 10 working days</i>	To be checked at each visit	EO to record any occurrence in the Estate weekly checklist and copy displayed on the notice board.
Security of tank and meter rooms <i>Ensure the doors to these rooms are securely closed and not been vandalised. Any vandalism to be reported to ISHA's repairs team. Ensure the intake room is tidy and free of residents' belongings and clutter.</i>	Each Visit	
Cleanliness of windows <i>Clean all glass and sills to communal windows and doors, inside and outside. Glass windows to both sets of front doors to be cleaned</i>	4 Times a year	Glass to bike shed, interior windows and sills outside flats 1 & 2 and front entrance doors and surrounds to be clean and streak-free
Cleanliness of ledges, window cills, walls, & doors <i>Damp wiping of communal doors & furniture, ironmongery, light switches, balustrades, polish hand rails, entry control panels, skirting, ledges and remove any marks on the lower walls.</i>	Each visit	Communal doors, door furniture and ironmongery to be clean and with no visible cleaning residue, Balustrades to be clean and without streaks. Hand rails to be clean

<p><i>Polish brass and wood of main front door</i></p>		<p>and shiny. Control panels to be clean. Skirting and ledges to be clean and with no cleaning residue. Lower walls to be mark-free wherever practicable</p> <p>Brasswork, paint and varnish to be clean and shiny and with no dirt or cleaning residues visible</p>
<p>Cleanliness of light fittings & working condition <i>Clean light fittings, covers, and shades including removing bugs from inside when defective bulbs are being changed.</i></p> <p><i>Checking lighting to common parts by over riding sensors and report defective light bulbs to ISHA maintenance team</i></p>	<p>By cleaner as and when required</p> <p>By the Estate Officer once a week</p>	<p>Light fittings to have no visible external dirt immediately following cleaning.</p> <p>EO to record any replacement bulb in the Weekly Estate Checklist</p>
<p>Sweeping & washing of communal stairs & landings, entrance halls, & lobbies. Washing down of tiles and painted walls <i>Sweeping and litter picking all internal surfaces and ensure they are 100% debris free. Mopping, washing, and disinfecting communal halls, lobbies, landings and stairs. Remove all cobwebs and hanging dust at high and low level within each floor, landings, corridors, stairwells.</i></p>	<p>Each visit</p>	<p>No litter visible, no spills visible.</p>
<p>Entrance halls and lobbies <i>Mopping, washing and disinfecting communal halls, lobbies, landings and stairs. Cleaning debris from communal mats.</i></p>	<p>Each visit</p>	<p>Fixed floor coverings, concrete surfaces and outside steps to be clean and with no cleaning residue visible. Painted floor surfaces and vertical surfaces adjacent to stairs and landings to be clean and without streaks. Rubber stair noses to be kept scuff-free.</p>
<p>Refuse collection Residents to ensure all recycling materials and household waste are placed at the front of Salisbury</p>	<p>Daily between 4.00pm to 5.00pm or</p>	

House on Holloway Road for collection	10.00pm to 12.00am	
<p>Paths, roadways & courtyards <i>Paths, courtyards, roadways and all other areas of hard landscaping to be weeded and treated with weed sprayer in accordance with horticultural best practice.</i> Sweeping and litter picking all external hard surface areas. Ensure the alleyway, paths, bike shed, courtyards, and other all other areas of hard landscaping are 100% debris free. Cleaner will be given a key to the bike shed to enable access to the small light-well.</p>	Each Visit	No loose dirt or litter visible in alleyway, courtyards and bike shed. External steps to be litter-free and clean
<p>Signage & Notice Boards <i>Check all the notices including emergency numbers are up to date. The notice board should always look neat and tidy; where possible notices should be laminated.</i></p>		
Part B As and When Required		
<p>Communal Repair Reporting <i>To report to ISHA and communal repairs, particularly involving Health & Safety issues</i></p>	Each Visit	
<p>Deep Cleaning <i>To undertake additional deep cleans of all internal communal floors and jet wash external hard surfaces every 3 months</i> <i>Machine Clean and hand 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(cost to be provided separately)</i></p>	Every Quarter	Carpets to be clean and without marks and stains. Vinyl flooring to be without signs of ingrained dirt and with a light, smooth coating of polish/sealant. Concrete to be without signs of ingrained dirt and with a light, smooth coating of sealant
<p>Remove Bulk Refuse and Fly Tipping <i>To remove any bulk refuse as and when required, upon instruction from the client. To report fly tipping to ISHA immediately, tidy the area so it's ready for collection</i></p>	As and when required	
<p>Out of Hours Cleaning <i>(Attendance 24 hours a day, 7 days a week, 365 days a year)</i> To attend within 4 hours (max) any site in the contract area to clean up any blood, excrement, hazardous waste etc.</p>	As and When Required	