



**COMMUNAL CLEANING & GROUNDS MAINTENANCE**  
**Schedule Summary for Residents**

Name of Estate: Willow Tree Court

Address: Forest Road LONDON E17 6HB

Relevant information

Bin collection day: \_\_\_\_\_ Tuesday \_\_\_\_\_

Bins to be rotated on; \_\_\_\_\_ EACH VISIT \_\_\_\_\_

Frequency of attendance by the contractor: \_ Wednesday

Days for attendance by the Neighbourhood Officer: \_\_\_\_ Monday/Friday

**Part A Core Service**

<b>Description of core tasks and works required</b>	<b>Frequency</b>
<b>Litter removal from communal areas, grassed areas &amp; shrubs</b> <i>To litter pick and sweep this area and ensure they are 100% debris free and remove all debris from site</i>	Each visit
<b>Graffiti and chewing gum removal</b> <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
<b>Security of tank and meter rooms</b> <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
<b>Cleanliness of windows</b> <i>Clean all glass and cills to communal windows and doors, inside and outside</i>	4 Times a year
<b>Cleanliness of ledges &amp; window cills</b> <i>Damp wiping of communal doors &amp; furniture, ironmongery, light switches, balustrades, hand rails, entry control panels, bin shoot doors, skirting, ledges and remove any marks on the lower walls</i>	Each visit
<b>Cleanliness of light fittings &amp; working condition</b> <i>Clean light fittings, covers, and shades including removing bugs from inside when defective bulbs are being changed</i>	As required
<b>Sweeping &amp; washing of communal stairs &amp; landings. Washing down of tiles and painted walls</b> <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 block, landings, corridors, stairwells.</i>	Each visit
<b>Entrance halls and lobbies</b> <i>Mopping washing and disinfecting communal halls,</i>	Each visit

<i>lobbies, landings and stairs. Cleaning debris from communal mats.</i>	
<b>Handrails, ledges and banister rails</b> <i>Damp wiping of ironmongery, light switches, balustrades, hand rails, entry control panels, bin shoot doors, skirting, ledges and remove any marks on the lower walls</i>	Once a week (to be done at same time as mopping)
<b>Cleanliness of walls in communal areas</b> <i>Damp wiping of skirting, ledges and remove any marks on the lower walls</i>	Once a week
<b>Bin chambers, Rubbish Chutes &amp; Communal Bins</b> <i>Check bins for rotation at each visit and move as required. Leave bin areas clean, jet wash as required. Clean Communal bins twice yearly. Check chutes and hoppers and remove any blockages.</i>	Each visit
<b>Security and tidiness of intake rooms and dry stores</b> <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
<b>Paths, roadways &amp; courtyards</b> <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>	Each Visit
<b>Grounds Maintenance – weed clearance around borders and hedges</b> <i>To be weeded and treated with weed sprayer in accordance with horticultural best practice</i>	Twice a month or as directed by ISHA
<b>Grounds Maintenance - shrub bed &amp; hedge maintenance</b> <i>To be cut evenly and the shape of the hedge maintained unless there is good reason to vary the standard. All clippings and waste removed from site. Shrubs to be pruned when/where appropriate to stimulate healthy growth. 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. All leaves cuttings and dead plants to be cleared and removed at the end each visit.</i>	Twice a month or as directed by ISHA
<b>Part B As and When Required</b>	
<b>Remove Bulk Refuse and Fly Tipping</b> <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>	As and when required
<b>Communal Repair Reporting</b> <i>To report to ISHA and communal repairs, particularly involving Health &amp; Safety issues</i>	Each Visit
<b>Deep Cleaning</b>	Twice yearly

<p><i>To undertake additional deep cleans of all internal communal floors and jet wash external hard surfaces twice yearly</i></p>	
<p><b>Out of Hours Cleaning</b></p> <p><i>(Attendance 24 hours a day, 7 days a week, 365 days a year)</i></p> <p>To attend within 4 hours (max) any site in the contract area to clean up any blood, excrement, hazardous waste etc.</p>	<p>As and When Required</p>