

## <u>COMMUNAL CLEANING & GROUNDS MAINTENANCE</u> <u>Schedule Summary for Residents</u>

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

Description of core tasks and works required	Frequency
Litter removal from communal areas, grassed	Each visit
areas & shrubs	
To litter pick and sweep this area and ensure they are	
100% debris free and remove all debris from site	
Graffiti and chewing gum removal	To be checked at each visit
Racist, sexist, homophobic or offensive graffiti to be	
removed within 24 hours of being noticed.	
Other graffiti to be removed within 10 working days	Each Visit
Security of tank and meter rooms	Each Visit
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.	
Cleanliness of windows	4 Times a year
Clean all glass and cills to communal windows and	
doors, inside and outside	
Cleanliness of ledges & window cills	Each visit
Damp wiping of communal doors & furniture,	
ironmongery, light switches, balustrades, hand rails,	
entry control panels, bin shoot doors, skirting, ledges	
and remove any marks on the lower walls	
Cleanliness of light fittings & working condition	As required
Clean light fittings, covers, and shades including	
removing bugs from inside when defective bulbs are	
being changed Sweeping & washing of communal stairs &	Each visit
landings. Washing down of tiles and painted walls	Each visit
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.	
Entrance halls and lobbies	Each visit
Mopping washing and disinfecting communal halls,	

communal mais.       Image: Communal mais.         Handrails, ledges and banister rails       Once a week         Darp wiping of ironmongery, light switches, bin shoot doors, skirting, ledges and remove any marks on the lower walls.       Once a week         Cleanliness of walls in communal areas       Dame wiping of skirting, ledges and remove any marks on the lower walls.       Once a week         Elin chambers, Rubbish Chutes & Communal Bins.       Check bins for rotation at each visit and move as required. Leave bin areas clean, jet wash as required.       Each visit         Clean Communal bins twice yearly. Check chutes and hoppers and remove any blockages.       Each Visit       Each Visit         Security and tidiness of intake rooms and dry stores       Each Visit       Each Visit         Paths, courtyards, roadways and all other areas of hard landscaping to be weeded and treated with weed sprayer in accordance with horticultural best practice       Twice a month or as directed by ISHA         Grounds Maintenance - weed clearance around borders and hedges       Twice a month or as directed by ISHA         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.       Twice a month or as directed by ISHA         Part B As and When Required       Remove Bulk Refuse and Fly Tipping To remove any bulk refuse as and when required, upon instruction from the client. To report ify tipping to ISHA       As and when required	Johning landing and status Alamitic data is for	
Handrails, ledges and banister rails       Once a week         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       Once a week         Cleanliness of walls in communal areas       Once a week         Damp wiping of skirting, ledges and remove any marks on the lower walls       Once a week         Eleanliness of walls in communal areas       Once a week         Cleanliness of walls in communal areas       Once a week         Eleanliness of valls in communal areas       Once a week         Entre the lower walls       Each visit         Clean communal bins twice yearly. Check chutes and hoppers and remove any blockages.       Each visit         Security and tidiness of intake rooms and dry stores       Each Visit         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.       Each Visit         Paths, courtyards, roadways and all other areas of hard fandscaping to be weeded land treated with britcultural best practice       Twice a month or as directed by ISHA         To be weeded and treated with weed sprayer in accordance with horticultural best practice       Twice a month or as directed by ISHA         To be cut evenly and the shape of the hedge maintenance - shrub bed & hedge maintenance       Twice a month or as directed by ISHA <tr< td=""><td>lobbies, landings and stairs. Cleaning debris from</td><td></td></tr<>	lobbies, landings and stairs. Cleaning debris from	
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       (to be done at same time as mopping)         Cleanliness of walls in communal areas Damp wiping of skirting, ledges and remove any marks on the lower walls       Once a week         Bin chambers, Rubbish Chutes & Communal Bins 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.       Each visit         Security and tidiness of intake rooms and dry stores       Each Visit         Paths, roadways & courtyards required. Leave bin areas clean, jet wash as required. Clean Communal bins twice yearly. Check chutes and hoppers and remove any blockages.       Each Visit         Paths, courtyards, roadways and all other areas of hard landscaping to be weeded and treated with weed sprayer in accordance with horticultural best practice       Each Visit         Grounds Maintenance - weed clearance around borders and hedges       Twice a month or as directed by ISHA         To be weeded and treated with weed sprayer in accordance with horticultural best practice       Twice a month or as directed by ISHA         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 strunkate healthy growth. Corrective pruning to take place to ensure that plants/shrubs do not cause a hazard including: where plants block light or flues/vents. All leaves cuttings and dead plants to be cleared and re		Orece e week
balustrades, hand ralis, entry control panels, bin shoot doors, skirting, ledges and remove any marks on the lower walls       inopping)         Cleanliness of walls in communal areas Damp wiping of skirting, ledges and remove any marks on the lower walls       Once a week         Bin chambers, Rubbish Chutes & Communal Bins Check bins for totation 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.       Each visit         Security and tidiness of intake rooms and dry stores       Each Visit       Each Visit         Paths, roadways & courtyards. Paths, courtyards, roadways and all other areas of hard landscaping to be weeded and treated with weed sprayer in accordance with horticultural best practice       Each Visit         Grounds Maintenance – weed clearance around borders and hedges       Twice a month or as directed by ISHA         To be weeded and treated with weed sprayer in accordance with horticultural best practice       Twice a month or as directed by ISHA         To be cut evenly and the shape of the hedge maintained unless there is good reason to vary the standard. All clippings and dead plants to be cleared and removed at the end each visit.       Twice a month or as directed by ISHA         Part B As and When Required       As and when required instruction from the client. To report fly tipping to remove any bulk refuse as and when required, upon instruction from the client. To report fly tipping to ISHA immediately, lidy the area so it's ready for		
shoot doors, skirling, ledges and remove any marks on the lower walls       Once a week         Cleanliness of walls in communal areas Damp wiping of skirling, ledges and remove any marks on the lower walls       Once a week         Ein chambers, Rubbish Chutes & Communal Bins 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.       Each visit         Security and tidiness of intake rooms and dry stores       Each Visit         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.       Each Visit         Paths, courtyards, roadways ad all other areas of hard landscaping to be weeded and treated with weed sprayer in accordance with horticultural best practice       Each Visit         Grounds Maintenance – weed clearance around borders and hedges       Twice a month or as directed by ISHA         To be weeded and treated with weed sprayer in accordance with horticultural best practice       Twice a month or as directed by ISHA         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 puned when/where appropriate to simulate 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 vi		•
on the lower walls       Cleanliness of walls in communal areas         Damp wiping of skirting, ledges and remove any marks on the lower walls       Once a week         Bin chambers, Rubbish Chutes & Communal Bins 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.       Each visit         Security and tidiness of intake rooms and dry stores       Each Visit         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.       Each Visit         Paths, courtyards, roadways and all other areas of hard landscaping to be weeded and treated with weed sprayer in accordance with horticultural best practice       Each Visit         Grounds Maintenance - weed clearance around borders and hedges       Twice a month or as directed by ISHA         To be weeded and treated with weed sprayer in accordance with horticultural best practice       Twice a month or as directed by ISHA         To be cut evenly and the shape of the hedge maintained unless there is good reason to vary the 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.       As and when required <tr< td=""><td></td><td>mopping)</td></tr<>		mopping)
Cleanliness of walls in communal areas       Once a week         Damp wiping of skirting, ledges and remove any       Once a week         Bin chambers, Rubbish Chutes & Communal Bins       Each visit         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.         Security and tidiness of intake rooms and dry stores       Each Visit         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.       Each Visit         Paths, courtyards, roadways and all other areas of hard landscaping to be weeded and treated with weed sprayer in accordance with horticultural best practice       Each Visit         Grounds Maintenance – weed Clearance around borders and hedges       Twice a month or as directed by ISHA         To be weeded and treated with weed sprayer in accordance with horticultural best practice       Twice a month or as directed by ISHA         Crounds Maintenance – shrub bed & 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 shazer of naws, 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.         Part B As and When Required       As and when required, upon instruction from the client. To repor		
Damp wiping of skirting, ledges and remove any marks on the lower walls       Each visit         Bin chambers, Rubbish Chutes & Communal Bins 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.       Each visit         Security and tidiness of intake rooms and dry stores       Each Visit       Each Visit         Stores       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.       Each Visit         Paths, coadways & courtyards Paths, coadways and all other areas of hard landscaping to be weeded and treated with weed sprayer in accordance with horticultural best practice       Twice a month or as directed by ISHA         Grounds Maintenance - weed Clearance around borders and hedges       Twice a month or as directed by ISHA         To be weeded and treated with weed sprayer in accordance with horticultural best practice       Twice a month or as directed by ISHA         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 aparopriate to stimulate healthy growth. Corrective pruning to take place to ensure that plants/shrubs do not cause a hazard including: where plants encordon 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.       As and when required         Pa		<b>O</b>
marks on the lower walls       Ein chambers, Rubbish Chutes & Communal Bins       Each visit         Bin chambers, Rubbish Chutes & Communal Bins       Each visit         Check bins for rotation at each visit and move as required. Leave bin areas clean, jet wash as required.       Each visit         Clean Communal bins twice yearly. Check chutes and hoppers and remove any blockages.       Each visit         Security and tidiness of intake rooms and dry stores       Each Visit         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.       Each Visit         Paths, roadways & courtyards.       Paths, courtyards, roadways and all other areas of hard landscaping to be weeded and treated with weed sprayer in accordance with horticultural best practice       Each Visit         Grounds Maintenance - weed clearance around borders and hedges       Twice a month or as directed by ISHA         To be weeded and treated with weed sprayer in accordance with horticultural best practice       Twice a month or as directed by ISHA         To be cut evenly and the shape of the hedge maintenance       Twice a month or as directed by ISHA         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 thues/vents. All leaves cuttings and dead plants to be cleared and removed at the end each visit.         Part B As		Once a week
Bin chambers, Rubbish Chutes & Communal Bins       Each visit         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.         Security and tidiness of intake rooms and dry       Each Visit         Security and tidiness of intake 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         Paths, roadways & courtyards       Each Visit         Paths, courtyards, roadways and all other areas of hard landscaping to be weeded and treated with weed sprayer in accordance with horticultural best practice       Twice a month or as directed by ISHA         Grounds Maintenance - weed Clearance around borders and hedges       Twice a month or as directed by ISHA         To be weeded and treated with weed sprayer in accordance with horticultural best practice       Twice a month or as directed by ISHA         Grounds Maintenance - shrub bed & hedge       Twice a month or as directed by ISHA         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/fall plants block light or flues/vents. All leaves cuttings and dead plants to be cleared and removed at the end each visit.         Part B As and When Required <td< td=""><td></td><td></td></td<>		
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.       Each Visit         Security and tidiness of intake rooms and dry stores       Each Visit         Security and tidiness of intake rooms and dry stores       Each Visit         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.       Each Visit         Paths, coadways & courtyards. Paths, courtyards, roadways and all other areas of hard landscaping to be weeded and treated with weed sprayer in accordance with horticultural best practice       Each Visit         Grounds Maintenance – weed clearance around borders and hedges       Twice a month or as directed by ISHA         To be weeded and treated with weed sprayer in accordance with horticultural best practice       Twice a month or as directed by ISHA         To be cut evenly and the shape of the hedge maintenance       Twice a month or as directed by ISHA         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.       As and when required		
required. Leave bin areas clean, jet wash as required.       Clean Communal bins twice yearly. Check chutes and hoppers and remove any blockages.         Security and tidiness of intake rooms and dry stores       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.       Each Visit         Paths, roadways & courtyards       Each Visit         Paths, courtyards, roadways and all other areas of hard landscaping to be weeded and treated with weed sprayer in accordance with horticultural best practice       Each Visit         Grounds Maintenance - weed clearance around borders and hedges       Twice a month or as directed by ISHA         To be weeded and treated with weed sprayer in accordance with horticultural best practice       Twice a month or as directed by ISHA         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 hock light or flues/vents. All leaves cutilings and dead plants to be cleared and removed at the end each visit.       As and when required         Part B As and When Required       As and when required, upon instruction from the client. To report fly tipping to ISHA immediately, tidy the area so it's ready for       As and when required		Each visit
Clean Communal bins twice yearly. Check chutes and hoppers and remove any blockages.       Each Visit         Security and tidiness of intake rooms and dry stores       Each Visit         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.       Each Visit         Paths, courtyards, roadways and all other areas of hard landscaping to be weeded and treated with weed sprayer in accordance with horticultural best practice       Each Visit         Grounds Maintenance – weed clearance around borders and hedges       Twice a month or as directed by ISHA         To be weeded and treated with weed sprayer in accordance with horticultural best practice       Twice a month or as directed by ISHA         To be cut evenly and the shape of the hedge maintenance       Twice a month or as directed by ISHA         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.       As and when required         Part B As and When Required       As and when required, upon instruction from the client. To report fly tipping to ISHA       As and when required		
hoppers and remove any blockages.Security and tidiness of intake rooms and dry storesEach VisitEnsure 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.Each VisitPaths, coadways & courtyards Paths, courtyards, roadways and all other areas of hard landscaping to be weeded and treated with weed sprayer in accordance with horticultural best practiceEach VisitGrounds Maintenance - weed clearance around borders and hedges To be weeded and treated with weed sprayer in accordance with horticultural best practiceTwice a month or as directed by ISHATo be cut evenly and the shape of the hedge maintenance 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 lawrs, 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.As and when requiredPart B As and When RequiredAs and when required, upon instruction from the client. To report fly tipping to ISHA immediately, tigy the area so it's ready forAs and when required		
Security and tidiness of intake rooms and dry storesEach VisitEnsure 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.Each VisitPaths, roadways & courtyards Paths, courtyards, roadways and all other areas of hard landscaping to be weeded and treated with weed sprayer in accordance with horticultural best practiceEach VisitGrounds Maintenance - weed clearance around borders and hedges To be weeded and treated with weed sprayer in accordance with horticultural best practiceTwice a month or as directed by ISHATo be cut evenly and the shape of the hedge maintenanceTwice a month or as directed by ISHATo 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.As and when requiredPart B As and When RequiredAs and when required, upon instruction from the client. To report fly tipping to ISHA immediately, tigy the area so it's ready forAs and when required		
storesEnsure 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.Paths, roadways & courtyards Paths, courtyards, roadways and all other areas of hard landscaping to be weeded and treated with weed sprayer in accordance with horticultural best practiceEach VisitGrounds Maintenance - weed clearance around borders and hedges To be weeded and treated with weed sprayer in accordance with horticultural best practiceTwice a month or as directed by ISHAGrounds Maintenance - shrub bed & hedge maintenance 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.As and when requiredPart B As and When RequiredAs and when required, upon instruction from the client. To report fly tipping to ISHA immediately, tigy the area so it's ready forAs and when required		
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.       Each Visit         Paths, roadways & courtyards Paths, courtyards, roadways and all other areas of hard landscaping to be weeded and treated with weed sprayer in accordance with horticultural best practice       Each Visit         Grounds Maintenance – weed clearance around borders and hedges To be weeded and treated with weed sprayer in accordance with horticultural best practice       Twice a month or as directed by ISHA         To be weeded and treated with weed sprayer in accordance with horticultural best practice       Twice a month or as directed by ISHA         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.       As and when required         Part B As and When Required       As and when required, upon instruction from the client. To report fly tipping to ISHA immediately, tidy the area so it's ready for       As and when required	Security and tidiness of intake rooms and dry	Each Visit
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.Each VisitPaths, roadways & courtyards Paths, courtyards, roadways and all other areas of hard landscaping to be weeded and treated with weed sprayer in accordance with horticultural best practiceEach VisitGrounds Maintenance – weed Clearance around borders and hedges To be weeded and treated with weed sprayer in accordance with horticultural best practiceTwice a month or as directed by ISHATo be weeded and treated with weed sprayer in accordance with horticultural best practiceTwice a month or as directed by ISHATo be cut evenly and the shape of the hedge mainteined 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.As and when requiredPart B As and When RequiredAs and when required, upon instruction from the client. To report fly tipping to ISHA immediately, tidy the area so it's ready forAs and when required		
reported to ISHA's repairs team. Ensure the intake room is tidy and free of residents' belongings and clutter.       Each Visit         Paths, roadways & courtyards Paths, courtyards, roadways and all other areas of hard landscaping to be weeded and treated with weed sprayer in accordance with horticultural best practice       Each Visit         Grounds Maintenance – weed clearance around borders and hedges To be weeded and treated with weed sprayer in accordance with horticultural best practice       Twice a month or as directed by ISHA         To be weeded and treated with weed sprayer in accordance with horticultural best practice       Twice a month or as directed by ISHA         To be cut evenly and the shape of the hedge mainteinance To be cut evenly and the shape of the hedge mainteinad 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.       As and when required         Part B As and When Required       As and when required, upon instruction from the client. To report fly tipping to ISHA immediately, tidy the area so it's ready for       As and when required		
room is tidy and free of residents' belongings and clutter.Each VisitPaths, roadways & courtyards Paths, courtyards, roadways and all other areas of hard landscaping to be weeded and treated with weed sprayer in accordance with horticultural best practiceEach VisitGrounds Maintenance - weed clearance around borders and hedges To be weeded and treated with weed sprayer in accordance with horticultural best practiceTwice a month or as directed by ISHAGrounds Maintenance - shrub bed & hedge maintenanceTwice a month or as directed by ISHATo be weeded and treated with weed sprayer in accordance with horticultural best practiceTwice a month or as directed by ISHATo 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 of flues/vents. All leaves cuttings and dead plants to be cleared and removed at the end each visit.As and when requiredPart B As and When RequiredAs and when required, upon instruction from the client. To report fly tipping to ISHA immediately, tidy the area so it's ready forAs and when required		
clutter.       Paths, roadways & courtyards       Each Visit         Paths, courtyards, roadways and all other areas of hard landscaping to be weeded and treated with weed sprayer in accordance with horticultural best practice       Each Visit         Grounds Maintenance – weed clearance around borders and hedges       Twice a month or as directed by ISHA         To be weeded and treated with weed sprayer in accordance with horticultural best practice       Twice a month or as directed by ISHA         Grounds Maintenance – shrub bed & 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.       As and when required         Part B As and When Required       As and when required, upon instruction from the client. To report fly tipping to ISHA immediately, tidy the area so it's ready for       As and when required		
Paths, roadways & courtyards       Each Visit         Paths, courtyards, roadways and all other areas of hard landscaping to be weeded and treated with weed sprayer in accordance with horticultural best practice       Each Visit         Grounds Maintenance – weed clearance around borders and hedges       Twice a month or as directed by ISHA         To be weeded and treated with weed sprayer in accordance with horticultural best practice       Twice a month or as directed by ISHA         To be cut evenly and the shape of the hedge maintenance       Twice a month or as directed by ISHA         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.       As and when required         Part B As and When Required       As and when required, upon instruction from the client. To report fly tipping to ISHA immediately, tidy the area so it's ready for       As and when required	room is tidy and free of residents' belongings and	
Paths, courtyards, roadways and all other areas of hard landscaping to be weeded and treated with weed sprayer in accordance with horticultural best practice       Twice a month or as directed by ISHA         Grounds Maintenance – weed clearance around borders and hedges       Twice a month or as directed by ISHA         To be weeded and treated with weed sprayer in accordance with horticultural best practice       Twice a month or as directed by ISHA         Grounds Maintenance - shrub bed & hedge maintenance       Twice a month or as directed by ISHA         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.         Part B As and When Required       As and when required, upon instruction from the client. To report fly tipping to ISHA immediately, tidy the area so it's ready for		
Paths, courtyards, roadways and all other areas of hard landscaping to be weeded and treated with weed sprayer in accordance with horticultural best practice       Twice a month or as directed by ISHA         Grounds Maintenance – weed clearance around borders and hedges       Twice a month or as directed by ISHA         To be weeded and treated with weed sprayer in accordance with horticultural best practice       Twice a month or as directed by ISHA         Grounds Maintenance - shrub bed & hedge maintenance       Twice a month or as directed by ISHA         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.         Part B As and When Required       As and when required, upon instruction from the client. To report fly tipping to ISHA immediately, tidy the area so it's ready for	Paths, roadways & courtyards	Each Visit
hard landscaping to be weeded and treated with weed sprayer in accordance with horticultural best practiceTwice a month or as directed by ISHAGrounds Maintenance - weed clearance around borders and hedges To be weeded and treated with weed sprayer in accordance with horticultural best practiceTwice a month or as directed by ISHAGrounds Maintenance - shrub bed & hedge maintenanceTwice a month or as directed by ISHATo be weeded and treated with weed sprayer in accordance with horticultural best practiceTwice a month or as directed by ISHATo 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.As and when requiredPart B As and When Required 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 forAs and when required		
weed sprayer in accordance with horticultural best practiceGrounds Maintenance – weed clearance around borders and hedgesTwice a month or as directed by ISHATo be weeded and treated with weed sprayer in accordance with horticultural best practiceTwice a month or as directed by ISHAGrounds Maintenance - shrub bed & hedge maintenanceTwice a month or as directed by ISHATo 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.As and when requiredPart B As and When RequiredAs and when required, upon instruction from the client. To report fly tipping to ISHA immediately, tidy the area so it's ready forAs and when required		
practice       Grounds Maintenance - weed clearance around borders and hedges       Twice a month or as directed by ISHA         To be weeded and treated with weed sprayer in accordance with horticultural best practice       Twice a month or as directed by ISHA         Grounds Maintenance - shrub bed & hedge maintenance       Twice a month or as directed by ISHA         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.         Part B As and When Required       As and when required, upon instruction from the client. To report fly tipping to ISHA immediately, tidy the area so it's ready for		
borders and hedges To be weeded and treated with weed sprayer in accordance with horticultural best practiceISHAGrounds Maintenance - shrub bed & hedge maintenanceTwice a month or as directed by ISHATo 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.As and when requiredPart B As and When RequiredAs and when required, upon instruction from the client. To report fly tipping to ISHA immediately, tidy the area so it's ready forAs and when required		
borders and hedges To be weeded and treated with weed sprayer in accordance with horticultural best practiceISHAGrounds Maintenance - shrub bed & hedge maintenanceTwice a month or as directed by ISHATo 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.As and when requiredPart B As and When RequiredAs and when required, upon instruction from the client. To report fly tipping to ISHA immediately, tidy the area so it's ready forAs and when required	Grounds Maintenance – weed clearance around	Twice a month or as directed by
To be weeded and treated with weed sprayer in accordance with horticultural best practice       Image: Constraint of the stage of the standard of 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.       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.       As and when required         Part B As and When Required       As and when required, upon instruction from the client. To report fly tipping to ISHA immediately, tidy the area so it's ready for       As and when required		
accordance with horticultural best practiceGrounds Maintenance - shrub bed & hedge maintenanceTo 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.Part B As and When RequiredRemove Bulk Refuse and Fly Tipping 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		
Grounds Maintenance - shrub bed & hedge maintenanceTwice a month or as directed by ISHATo 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.Here and the end each visit.Part B As and When RequiredAs and when required, upon instruction from the client. To report fly tipping to ISHA immediately, tidy the area so it's ready forAs and when required		
maintenanceISHATo 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.ISHAPart B As and When RequiredAs and when required, upon instruction from the client. To report fly tipping to ISHA immediately, tidy the area so it's ready forAs and when required		Twice a month or as directed by
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.All eaves each visit.Part B As and When RequiredAs and when required, upon instruction from the client. To report fly tipping to ISHA immediately, tidy the area so it's ready forAs and when required	-	
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.Part B As and When RequiredAs and when requiredRemove Bulk Refuse and Fly Tipping 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 forAs and when required		
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 		
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.         Part B As and When Required         Remove Bulk Refuse and Fly Tipping         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		
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.All leaves cuttings and dead plants to be cleared and removed at the end each visit.Part B As and When RequiredAs and when required, upon instruction from the client. To report fly tipping to ISHA immediately, tidy the area so it's ready forAs and when required		
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.Part B As and When RequiredPart B As and When RequiredAs and when required, upon instruction from the client. To report fly tipping to ISHA immediately, tidy the area so it's ready forAs and when required		
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.Part B As and When RequiredAll leaves and Fly Tipping 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 forAs and when required		
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.         Part B As and When Required         Remove Bulk Refuse and Fly Tipping         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		
flues/vents. All leaves cuttings and dead plants to be cleared and removed at the end each visit.       Image: cleared and removed at the end each visit.         Part B As and When Required       Image: cleared and removed at the end each visit.         Remove Bulk Refuse and Fly Tipping       As and when required, upon instruction from the client. To report fly tipping to ISHA immediately, tidy the area so it's ready for		
cleared and removed at the end each visit.         Part B As and When Required         Remove Bulk Refuse and Fly Tipping         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		
Part B As and When Required       As and When Required         Remove Bulk Refuse and Fly Tipping       As and when required         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       As and when required	•	
Remove Bulk Refuse and Fly Tipping       As and when required         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       Istruction		
Remove Bulk Refuse and Fly Tipping       As and when required         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       Istruction		
Remove Bulk Refuse and Fly Tipping       As and when required         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       Istruction		
Remove Bulk Refuse and Fly Tipping       As and when required         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       Istruction	Part B As and When Required	
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	-	
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	Remove Bulk Refuse and Fly Tipping	As and when required
upon instruction from the client. To report fly tipping to ISHA immediately, tidy the area so it's ready for		·
ISHA immediately, tidy the area so it's ready for		
collection	collection	
Communal Repair Reporting Each Visit	Communal Repair Reporting	Each Visit
To report to ISHA and communal repairs, particularly		
	To report to ISHA and communal repairs, particularly	
	To report to ISHA and communal repairs, particularly involving Health & Safety issues Deep Cleaning	Twice yearly

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