

## **Estate Cleaning and Grounds Maintenance**

### **Requirements of the contractor**

All operatives must carry identification at all times.

Operatives must be “presentable” at all times. There is no requirement for uniforms, but it should be remembered that they will be representing the Association whilst on site. The contractor should ensure that operatives wear protective clothing when appropriate.

A contractor representative will, as appropriate, be required to attend meetings with the client and tenant meetings jointly with the client.

The contractor will ensure compliance with relevant Health and Safety regulations and COSHH regulations.

The contractor will supply all cleaning materials, equipment, tools and plant in order to fulfil the requirements of the work.

The contractor must respond to written complaints from the Client, in writing (email acceptable), within 10 working days.

The contractor shall not assign or sub-contract any duty (or part thereof) without the prior written consent of the Client. Such consent, if given, shall not relieve the contractor of any obligation or liability. The contractor shall be responsible for the acts, defaults, omissions or neglects of the assignee or sub-contractor, as if they were those of the contractor.

The contractor shall respond to emergencies on the same working day as a request is made, on the basis that this is received by 12 midday. After that time the contractor shall respond by 12 midday the following working day.

The contractor shall therefore ensure that all operatives can be contacted at all times.

The contractor shall notify the client of any work required beyond the scope of the agreed work, in writing. This may be by fax or email. The Client shall respond to these notifications, if appropriate within 2 working days.

The client may add or omit sites from the schedule, or amend the specific requirements on any particular site following commencement of the contract, with one weeks notice in writing. These shall not be so substantial as to vary the total contract value by 10% (+ or -) without prior agreement of both parties.

The Association will conduct regular on site checks to confirm the required activities are being carried out to our satisfaction.

All internal and external cleaning must be carried out on the same visit by the same team. Grounds maintenance should be carried out separately by a qualified person(s).

The contractor is expected to provide ongoing supervision and monitoring of its operatives to ensure that standards are maintained.

COMMUNAL CLEANING (INTERNAL & EXTERNAL) SPECIFICATION

Name of Estate: CRUSOE MEWS

Address: 19 GRAYLING ROAD, LONDON N16 0BQ

Relevant information

Bin collection day: THURSDAY

Bins to be rotated on; N/A

Frequency of attendance : FORTHNIGHTLY

Days for attendance: Monday

Area of work	Frequency
<b>CLEANING</b>	
Sweeping and litter picking all external communal hard surface areas including footpaths, flowerbeds, grassed areas and ensure they are 100% debris free ( this includes removing fallen leaves and picking up loose stones/gravel as well)	Once a month (Action by contractor)
Removal of any hazardous or clinical waste from site  ( persistent presence of such waste should be reported to the association)  (Price to be quoted separately)	Each visit (Action by contractor)
<b>REFUSE AREAS</b>	
Tidying, cleaning of bin areas.	Each visit
Any items of bulk refuse on the estate should be removed from site within 5 working days at extra cost.  An email should be sent to the association identifying the site once the bulk has been identified together with the cost of removal.	To be checked at each visit
<b>COMMUNAL LIGHTING</b>	
Clean light fittings including removing bugs from inside when defective bulbs are being changed.	As required
Checking lighting to common parts by overriding sensors and report defective light bulbs to ISHA's maintenance team	Once a week. (Action by Estate officer)
<b>GRAFFITI</b>	
Racist, sexist, homophobic or offensive graffiti to be removed	To be checked at

<p>within 24 hours of being noticed. If that is not possible to be removed/covered within 5 working days by the estate officer.</p> <p>Other graffiti to be removed within 10 working days.</p>	<p>each visit (Action by Estate Officer)</p>
<p><b><i>REPORTING REPAIRS</i></b></p>	
<p>Any defects or repairs( e.g. broken windows, vandalism) to the communal areas should be reported by email to the association after each visit</p>	<p>Each visit (Action by Estate Officer)</p>

GARDENING /GROUNDS MAINTENANCE SPECIFICATION

Name of Estate: CRUSOE MEWS

Address: \_ 19 GRAYLING ROAD

Frequency of attendance: Once a month

March – October: Every 4 weeks unless stated otherwise

November – February – Once a month (winter upkeep maintenance)

___scope of activity	Frequency
	Between March - October
<p><b>Grassed Areas</b>            Grassed areas to be mowed up to paving, (minimum length of grass 60mm) fencings or other boundaries and lawn edges trimmed</p> <p>( any litter to be removed and disposed of before the grass is cut)</p> <p>The grass to be left even in appearance</p> <p>( in very wet conditions , cutting to be suspended until conditions allow cutting to continue without damage to the grass – when applicable ISHA to be notified via email)</p> <p>Grass cuttings to be removed immediately from site</p>	Every 4 weeks
<p><b>Hard landscaping</b>            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</p>	Every 6 weeks ( gardener to confirm best practice)
<p><b>Beds and Borders</b>            Litter will be removed before work is commenced on all planted areas.</p> <p>Bedding areas will be mulched or tended during the growing season.</p> <p>Flowers to be dead- headed            Soil surface to be left loose and aerated after work</p> <p>Shrubs to be pruned when/where appropriate to</p>	<p>Each visit</p> <p>Every 6 weeks</p> <p>As appropriate</p>

<p>stimulate healthy growth</p> <p>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 pr flues/vents</p> <p>All leaves cuttings and dead plants to be cleared and removed at the end each visit.</p>	<p>Programme to be provided by contractor at start of the year</p> <p>As appropriate</p>
<p><b>Hedges</b></p> <p>To be cut evenly and the shape of the hedge maintained unless there is good reason to vary the standard</p> <p>Hedge clipping to be carried out by appropriate hand or power tools and all clippings and waste removed from site.</p>	<p>As appropriate</p>
<p><b>Trees</b></p> <p>All planted trees up to semi-mature status to be inspected every 3 years and a report on the findings provided.</p> <p>Tree ties to be checked for dead wood, suckers and signs of damage and then cut back or pruned to shape as necessary.</p> <p>Dead or severely damaged trees to be reported to ISHA.</p>	<p>Programme to be agreed at start of contract</p> <p>annually</p> <p>as appropriate</p>

**PLEASE NOTE:**

The above specifications will be reviewed after 6 months from the date of the launch.

Signature.....  
Islington & Shoreditch Housing Association

Signature.....  
Clean Green Ltd

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