

# YOUR CLEANING AND GARDENING SERVICE



We want all our customers to be clear about the services we provide.

We provide cleaning and gardening services at your building and you contribute to the cost of this through your service charge.

## Cleaning

### Every fortnight

- Complete block inspections and report any communal repairs
- Sweep, mop or buff floors to entrance hall and all landings and staircases
- Vacuum or sweep mats by main entrance/exit doors
- Remove any spilt fluids and graffiti
- Litter pick inside of building and outside next to the main entrance/exit doors.
- Check all lights inside building and on walkways and replace any defective lamps
- Clean handrails and balustrades to staircases
- Clean face and glass panels and handles to main entrance/exit doors inside and outside
- Clean intercom panels and fob readers
- Clean face and glass panels to screens next to main entrance/exit doors inside and outside, including handles
- Check any refuse chutes and clear any blockages. Wash out and disinfect bin area
- Clean all walls, ceilings, doors, frames (except those to individual apartments) and paintwork
- Sweep out service cupboards and plant rooms and remove any items left in them
- Clean light covers

## Gardening

### Between April and October

- Remove litter from grassed areas, cut grass on shared land and remove all cuttings (at least every 14 days)
- Edge and trim all lawn edges, trim around bases of trees or street furniture on grassed areas and take away cuttings every month (every month)
- Apply to any grassed areas requiring seed and feed preparation (every year)
- Thoroughly dig planted areas and remove weeds every three months)

### Throughout the year

- Trim hedges, prune shrubs and remove cuttings from site (urgent pruning as required and a full cut back twice every year)
- Clear litter, rubbish and other dead and waste matter and take away (every visit)
- Trim trees with suitable cutting tools, report any dangerous, diseased or seriously overgrown trees
- Weed, remove litter, and moss from all pathways, drives, drying areas and other hard standing areas (every month)
- Weed and clear all rubbish from gravelled areas (every month)
- Collect and remove from site all leaves and twigs including those blocking the drainage of surface water (once in October, November and December).

**ANY QUESTIONS?** Visit [citizenhousing.org.uk](https://citizenhousing.org.uk) or call us on 0300 790 6555.

