

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 week	Every month	Every three months
Complete block inspections and report any communal repairs	✓		
Vacuum and mop floors to landings and staircases	✓		
Clean handrails and balustrades	✓		
Clean surrounds and door tracks to lifts	✓		
Vacuum or sweep mats by main entrance/exit doors	✓		
Clean intercom panels, fob readers face and glass panels to main entrance/exit doors inside and out	✓		
Wash out and disinfect bin rooms and bin storage areas	✓		
Clean out drainage channel in front of bin rooms	✓		
Clean all glass panels (except those to individual apartments) and louvers		✓	
Clean the outside ground floor entrance foyer windows and surrounding bright metal trim and fascia inside and outside. Clean external lights and external metal lattice beams to entrance foyer		✓	
Clean face and glass panels to screens next to main entrance/exit doors		✓	
Power wash floor in bin storage area			✓
Clean walls, ceilings, doors, frames (except those to individual apartments) and paintwork		✓	

Gardening

- Grass cutting - 16 cuts a year on a ten to 12-day cycle
- Less-used areas are cut three times a year - in March, May and September
- Litter pick on each site visit during mowing season and monthly during winter period
- Shrubs cut twice a year once in summer once and cut back as needed from paths and windows
- Hedge cutting - two cuts, one in September to protect birds and another during the winter. Hedges trimmed off paths and doors and windows as needed during the year
- Weed control - three applications a year and as required during mowing season
- Dog bins emptied every two weeks.

ANY QUESTIONS? Visit citizenhousing.org.uk or call us on 0300 790 6555.

