

# 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 two weeks

- Complete block inspections and report any communal repairs
- Report any graffiti to remove within 5 working days
- Remove or make safe any fly-tipped rubbish in a day if causing a blockage or inflammable. All other items removed within five working days
- Vacuum, sweep and mop all landings, stairs and treads
- Clean walls, paintwork and frames including handrails, balustrades and window frames
- Wash over and wipe out every bin chute room and chute hopper
- Clean interior glass in shared areas, including front doors
- Sweep and disinfect bin rooms
- ‘Wipe all external light shades where reachable
- Litter pick the area immediately outside the block.

## 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](http://citizenhousing.org.uk) or call us on 0300 790 6555.**

