

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	Every six months	Every year
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	✓				
Check external lights and report any defects	✓				
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		✓			
Sweep out service cupboards and plant rooms		✓			
Clean external handrails to paths, ramps and steps		✓			
Power wash/steam clean floor, walls, ceiling and discharge apparatus in ground floor bin room			✓		
Power wash floor in bin storage area				✓	
Replenish air freshener units on ground floor		✓			
Clean walls, ceilings, doors, frames (except those to individual apartments) and paintwork		✓			
Wash down bright metal cladding to ground floor outside and to feature wing above				✓	
Clean out gutter and rainwater pipes					✓
Clean light covers					✓
Clean lighting support tracks, lights and metal lattice beams in front entrance foyer				✓	
Strip and reseal floors (tiles and sheet vinyl)				✓	
Power wash slab and block paved areas to front of building and brush sand into joints				✓	
Wash down top, underside and support poles of bright metal canopy above front and rear main entrance/exit doors and decorative panels below and to sides of canopies. Also clean out gutter and rainwater pipes to them.					✓
Power wash chutes on each floor					✓
Wash down external painted walls and columns on ground floor and ceilings in recessed areas.					✓

Gardening	Between April and October	Throughout the year
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)	✓	
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 or call us on 0300 790 6555.

