

# 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

- 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
- 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
- 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

- 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

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