

# Cleaning specification: communal cleaning

**Here are details of the service you can expect from our external contractors.**

Cleaning frequency varies – it is carried out weekly, fortnightly or monthly, according to the property type and individual property service level agreements.

## **Carpet**

- Remove stains and spillages
- Any excessive stains or spillages should be reported to Regenda before remedial action is taken.

## **Carpets and soft flooring**

- Full vacuum in conjunction with a spot vacuum.

## **Vinyl and similar hard flooring**

- Damp mop in conjunction with a dust control mop.

## **Entrance mat**

- Shake, beat and vacuum. If a mat is in poor condition, it should be reported to Regenda.

## **All floor surfaces**

- To be free of grime and substances throughout. This is to be done through the most appropriate vacuum or mop method for the floor surface type.

## **Litter**

- All general litter to be removed from the site, including non-bulk items, newspapers and flyers.
- All bulk items should be reported to Regenda.

## **Removal of effluence or noxious substances**

- Thoroughly clean or steam clean and remove odours.

## **Walls and ceilings**

- Spot wipe, remove any minor graffiti and marks to walls on all floors
- Remove all cobwebs and insect debris on all floors.

## **Light fittings**

- Dust and dry wipe to finish
- Remove any cobwebs and insect debris.

## **Doors, doorframes, reveals and all other woodwork**

- Damp wipe all doors, frames and reveals on all floors.

## **Ironmongery**

- Dust cloth and polish. Clean all ironmongery and buff to a shine.

## **Internal windows (minimum once a month)**

- Damp wipe all UPVC, timber and metal finish window surfaces, dry wipe to finish.
- Clean the glazed elements of the windows.

## **Do we meet these standards?**

If we do not meet these standards, please let us know. We can then resolve any issues and identify service improvements.