

# Cleaning specification: window 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.

For windows over two metres in height, a 'reach and wash' system, or a similar window cleaning system, must be used.

## **Windows**

- Clean glazed elements of windows

## **Window frames and sills**

- Damp wipe all UPVC, timber and metal finish surfaces
- Dry wipe to finish (ground floor windows only)

## **External doors or canopies and posts**

- Damp wipe all UPVC external doors and metal finish surfaces, including the underside of canopies.
- Thoroughly remove all debris or dirt from external entrance space.
- For any windows above canopies or roofs, clean as far as the 'reach and wash' system allows in line with any risk assessment.

## **Vandalism, damage or defects**

- Report any damage where possible.

## **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.