

Communal Cleaning Specification

1. CHEMICALS AND CLEANING AGENTS.

All chemicals and cleaning agents must be used in accordance with the manufacturers' instructions for use.

The contractor must be competent in the use of such items and they must be used strictly in accordance with the manufacturer's instructions, with particular attention to the safety of children, pets and the environment.

The contractor shall be held responsible for any damage due to negligence or carelessness in carrying out their duties, which must comply with Health and Safety regulations. All chemicals and cleaning agents must be kept in appropriate secure containers, clearly marked, if hazardous in any way and not left unattended whilst on Regenda property.

All relevant Health and Safety and COSHH regulations must be adhered to whilst undertaking work on Regenda land and property.

All materials and cleaning agents to be prior approved and certified for safe use with due regard to COSHH (Control of Substances Hazardous to Health) regulations in current use.

2. INTERNAL COMMUNAL FLOORS.

Wet stains to be blotted with uncoloured absorbent paper or cloths until no more staining material is removed. If the carpet remains discoloured proceed as for dry stains. Where the carpet is not discoloured but staining is 'sticky', flush out with a suitable spray extraction machine charged with a proprietary approved carpet-cleaning chemical

Dry Stains to be treated with a proprietary approved stain-removing chemical appropriate to the type of stain being removed, the contractor having first checked an inconspicuous area to ensure that the product has no deleterious effect on the carpet. Blot with uncoloured absorbent paper or cloths until no more staining material can be removed. If necessary, flush out with a suitable spray extraction machine charged with the appropriate carpet-cleaning chemical.

Vacuum – Remove all dust and micro debris from the entire floor area using a vacuum cleaner.

Steam clean carpets – The contractor shall provide Regenda with a report annually on the anniversary of the contract on the condition of carpets at all schemes managed by the contractor, and advise if they need steam cleaning,

and the expected remaining life of the floor covering.

Where required, treat carpeted areas to steam cleaning with the use of a pressurised hot water hose attached appliance, or suitable upgraded appliance. Ensure that all deep-buried debris is removed from the surface(s) where ordinary vacuuming may not be effective or where further treatment is required following vacuuming as described above. The cost of this works shall be based on prices submitted within this contract for non routine works.

Damp mop – Remove dirt, soil and spillages from floor(s) using suitable mopping equipment and a solution of neutral detergent which is replenished at regular intervals.

Entrance Mats - Remove from matting well, shake and beat in a controlled external area away from entrance porches and surrounding front doors, windows etc. Turn the mat in order to minimise wear. Remove all debris from the mat well with a dustpan and brush or vacuum before replacing the mat into the well on completion and carry out a final vacuum.

Non-bulk Items – any item(s) of refuse that are associated with general littered environment are to be collected and disposed of offsite. See Section 14.1 for disposal of bulk rubbish.

Removal of free newspapers / flyers etc – on occasion, free flyers and newspaper are left uncollected within communal areas, these are to be removed and disposed of offsite.

On discovery of oil spillage not associated with the standard cleaning method as described above, the contractor will report such instances to Regenda, following all reasonable attempts by the cleaning contractor to limit the damaging effects of the spillage.

The contractor will check on each visit for any rips, tears or defective state to any tread or riser covering, or any other fault which could constitute a trip hazard. Any defect found will be immediately reported to Regenda for immediate attention to remedy the damage.

The contractor is to exercise care in the use of machinery to reduce any hazards/damage generated to a minimum. Machinery will not be operated on site between 5.30PM and 8.30 AM Monday to Friday. On a Saturday machinery can only be used between 9.00AM and 1.00PM.

Machinery should not be used at all on Sundays or Bank Holidays unless specifically requested by Regenda in response to exceptional circumstances i.e. emergencies etc.

2.2 Performance Criteria

Element	Function	Comments
Carpet	Remove stains and spillages	To be used for normal usage – excessive stains and spillages to be notified to the contract administrator for remedial action
Carpet/Soft Flooring	Full Vacuum	To be used in conjunction with spot vacuum
Vinyl & Similar	Damp Mop	To be used in conjunction with dust control map
Entrance Mat	Shake, beat & vacuum	Mats in poor condition shall be reported to Regenda
Floor Surfaces	To be free of all grime and substances throughout.	To be achieved through the most appropriate vacuum/mop method for the floor surface type
Litter	All general litter to be removed from the site	Removal of all non-bulk items to include for free newspapers and flyers
Carpet	Steam Clean	Carpets on all levels shall be thoroughly steam cleaned annually after consultation and agreement with Regenda
Removal of effluence/noxious substances	Clean/Steam clean	Thoroughly clean and remove odours

3. INTERNAL COMMUNAL WALLS & CEILINGS

Spot wipe – Remove all obvious markings including minor graffiti, from walled surfaces, paintwork, partitions ceilings, window frames and reveals using suitable cloths and scourers (taking care not to damage the surfaces under treatment) using approved detergents. Surfaces will be deemed treated when obvious staining has been effectively removed.

General surface cleaning – warm water wipe with approved detergents to all walled surfaces including wall to floor and ceiling corners removing general grime, dust and dirt.

Cobweb removal / Insect debris - the contractor will treat all such cobwebs and insect debris paying specific attention to higher level ceiling / wall junctions. The contractor will make the necessary equipment available for use in order to carry out the removal of cobwebs and debris effectively and safely. This includes the removal of flies and insect debris from communal light fittings. Breakages or damage should be reported immediately to Regenda.

Instances of graffiti will be reported to Regenda in all instances immediately upon discovery. Regenda will make the appropriate arrangements for the

removal of the graffiti or as early as practically possible. All offensive or racially motivated graffiti will be removed as a matter of extreme urgency.

Where wall surfaces are becoming pitted or the finish to the wall has been damaged then this shall be reported to Regenda immediately on discovery. Regenda will make the appropriate arrangements for remedial works.

The contractor shall notify Regenda of all bulbs that are found to need replacing on every visit, and the number of the light fitting which is not working. Regenda shall arrange for the necessary remedial works required to replace the bulbs.

3.1 Performance criteria

Element	Function	Comments
Walls & Ceilings	Spot wipe, to include minor graffiti removal	Remove all accidental/intentional marks to walls on all floors
Walls & Ceilings	General surface cleaning	Wipe down all walls on all floors
Walls & Ceilings	Cobweb/insect debris removal	Remove all cobwebs/insect debris on all floors
Light Fittings	Cobwebs and insect removal	Remove all cobwebs and insect debris on all floors

4. INTERNAL COMMUNAL DOORS & DOOR FRAMES

Damp wipe all PVCu/metal and timber finish door surfaces. Dry wipe to finish, clean glazed elements of doors with approved window cleaning agents. Buff all glazed elements to a shine finish; wipe down all door frames and door reveals to ensure they are free from dirt and dust.

Clean all ironmongery including handles, latches, keeps, plates and letter plates with approved ironmongery cleaner, buff shine to finish.

Where door surfaces are found to be damaged then this shall be reported to Regenda immediately on discovery. Regenda will make the appropriate arrangements for remedial works.

Where door ironmongery is damaged / missing then this shall be reported to Regenda immediately upon discovery. Regenda will make the appropriate arrangements for remedial works.

4.1 Performance criteria

Element	Function	Comments
Doors and door frames and reveals	Damp wipe	Wipe down all doors frames and reveals on all floors
Ironmongery	Clean	Clean all door ironmongery

5. INTERNAL CUPBOARDS AND ENCLOSURES.

Where under stairs cupboards, lobbies or enclosures exist to any block or communal area, check for bulk items not associated with general litter or refuse. Such items should be dealt with as in Section 14.1.

All under stairs cupboards and enclosures will be cleaned as defined in clauses 2, 3, 4, and 8.

All communal cupboards and enclosures will be checked to ensure no vandalism or attempted entry has been made to the lock. On occasions where vandalism has been discovered by the contractor, this will be reported to Regenda who will ensure that the vandalism is rectified as soon as reasonably possible.

5.1 Performance criteria

Element	Function	Comments
Floors	Clean	As per Clause 2
Walls	Clean	As per Clause 3
Doors	Clean	As per Clause 4
Ironmongery	Clean	As per Clause 4
Ceilings	Clean	As per Clause 8

6. INTERNAL MISCELLANEOUS WOODWORK & IRONMONGERY.

General surface cleansing – warm water wipe with approved detergents to all wooden surfaces including handrails, skirting boards, frames, dado rails, balustrades and balustrade wells. Remove cobwebs, insect debris and general dust / dirt. Wipe down all communal ironmongery with suitable cleaning fluid.

Where woodwork is damaged then this shall be reported to Regenda immediately on discovery. Regenda will make the appropriate arrangements for remedial works.

6.1 Performance criteria.

Element	Function	Comments
Woodwork & Ironmongery	Clean	General surface clean as per Clause 4

7. INTERNAL WINDOW TREATMENT.

Internal communal glazing shall be cleaned using clean water containing a mild detergent.

All frames, reveals, sills, ironmongery shall be wiped clean using a proprietary cleaning method.

Damp wipe all PVCu, timber and metal finish window surfaces. Dry wipe to finish. Clean glazed elements of windows with approved window-cleaning agent. Buff to shine all glazed elements.

7.1 Performance criteria

Element	Function	Comments
Windows	Clean	Thoroughly clean all windows and frames

8. INTERNAL STAIR ELEMENTS.

The Contractor will check on each visit for any rips, tears or defective state to any tread or riser covering. Any defect found will immediately reported to Regenda for immediate attention to remedy the damage.

The Contractor will clean and vacuum each tread independently as specified in clause 4.3 above.

9. EXTERNAL DOORS.

External doors to be clean treated as specified in clause 4 above.

10. EXTERNAL / ENCLOSED BIN STORAGE AREAS.

The contractor shall make provision for the removing of communal bins or individual bins (these may be paladin style bins) to effect clean. Once removed the contractor shall check for rubbish in the bin store area this shall be collected and removed from site. Once all rubbish has been removed the contractor shall wash floors to the bin store area using an approved disinfectant. The area shall be allowed to dry and the bins relocated.

If the contractor discovers any evidence vandalism to the bin stores area, they shall report this immediately to Regenda who will make arrangements for all remedial works required.

On each visit to the scheme, the Contractor will undertake a visual check of the bin store areas in order to check for any bulk items of rubbish. All bulk rubbish identified should be dealt with as clause 14.1 of this specification.

10.1 Performance criteria

Element	Function	Comments
Bins	Remove	Remove and temporarily place the bins without obstructing or creating a hazard
Debris/Spillages	Collect and dispose	Collect and dispose of all excess debris
Disinfect	Clean	Disinfect bin store area floors

11. EXTERNAL STORES.

On each visit to the scheme the contractor will undertake a visual check of the external store walls and doors in order to note any graffiti or damage to these areas. Any occurrence of graffiti or damage to the external store walls or doors will immediately be notified to Regenda. All offensive or racially motivated graffiti will be removed as a matter of extreme urgency.

The Contractor shall ensure that external store doors are locked shut as required by residents / refuse collectors.

On each visit to the scheme, the Contractor will undertake a visual check of the external store areas in order to check for any bulk items of rubbish. All bulk rubbish identified should be dealt with as clause 14.1 of this specification.

12. EXTERNAL SCHEME MAINTENANCE MANAGEMENT

All external entrance steps and landings will be swept and damp mopped where required and debris removed from site.

All scheme signage to entrance areas (to height of maximum 2000mm) will be cleaned, maintained and buffed in accordance with Clause 4.5.

12.1 Performance criteria

Element	Function	Comments
Steps	Sweep and damp mop	To be left clean and clear
Signage	Clean	To include numerals, other glazed areas and random miscellaneous external elements

13. BULK RUBBISH REMOVAL

To enable Regenda's Housing Management team to investigate and remedy repeated incidents of "fly tipping" all bulk rubbish identified should be notified to Regenda within 24 hours for collection and disposal from site.

Any bulk refuse including builders debris and stripped out fittings, that may obstruct execution of cleaning to 1 square cubic meter, to the stated standards must be removed by the contractor, and remaining refuse reported to Regenda, who will make arrangement for removal.

Any bulk refuse disposal must be carried out in accordance with current waste disposal legislation.

The following hazardous items should be reported to Regenda where arrangements will be made to remove them safely.

- Any fridges
- Asbestos products e.g. floor tiles, insulation from pipe work, sheeting.
- Hypodermic Syringes
- Car Batteries
- Containers of Chemicals/gases
- Car tyres

14. Non Routine Work

Regenda will do their utmost to ensure everything required for a particular site is covered within the specification laid out for that scheme. However, from time time, it may be necessary for some non routine work to be carried out. The frequency of non routine work may be determined by Regenda's Housing Management team.

The list below is not exhaustive and may vary dependent upon location, size of scheme, location and usage.

Element	Function	Per unit
Removal of animal carcass	Clean/Steam Clean	Per item

Deep cleaning of empty properties	High level clean	Per unit
Graffiti removal – obscene/hate	Total clean as per specification	Per job
Carpet	Remove stains & spillages	Per m ²
Carpet	Full Vacuum	Per m ²
Vinyl & similar	Damp mop	Per m ²
Entrance mat	Shake, beat & vacuum	Per item
Floor surfaces	To be free of all grime and substances throughout	Per m ²
Litter	All general litter to be removed from site	Per m ³
Carpet	Steam clean	Per m ²
Removal of effluence/noxious substances	Clean/steam clean	Per m ²
Walls & ceilings	Spot wipe, to include minor graffiti removal	Per m ²
Walls & ceilings	General surface clean	Per m ²
Walls & ceilings	Cobweb/insect debris removal	Per m ²
Light fittings	Cobweb/insect debris removal	Per item
Doors & door frames and reveals	Damp wipe	Per door
Ironmongery	Clean	Per door
Internal windows/glass	Clean	Per m ²
Bins	Remove debris/clean spillages and disinfect	Per m ²
Steps/stairwells (Internal)	Vacuum/Damp mop	Per m ²
Steps/stairwells (External)	Sweep	Per m ²
Internal Skirting	Damp mop/Dry wipe	Per linear metre
External signage	Damp wipe/Clean	Per m ²