

## Window 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 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. EXTERNAL WINDOW CLEANING.**

The maximum height of a Regenda property is six storeys.

External 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.

Cleaning of windows will begin at the highest levels first so that any dripping can be cleared and the operator cleans each subsequent lower level window.

For windows over 2.0 metres in height a "reach and wash" system or other similar proprietary window cleaning pole systems must be used, the specification for the use of this system must be agreed with Regenda before the commencement of the contract.

It is recognised that a ladder may be required at some sites. In these circumstances a site specific risk assessment and methodology will be required. No ladders will be used as standard practice during window cleaning operations below 2.0 metres.

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.

Damp wipe all PVCu external doors and metal finish surfaces, including underside of canopies. Removal of cobwebs and insect debris from external lighting using appropriate cleaning agents is a component of external door/entrance cleaning criteria.

The operators are also required to ensure they work tidily on the schemes to reduce the possibility of slips trips and falls, They will therefore keep their equipment away from pathways and thoroughfares where possible, so not to obstruct access. Signage and barriers will also be required where necessary to warn customers of the works in progress.

On occasions where vandalism or defects has been discovered by the contractor, this will be reported to Regenda within 24 hours who will ensure it is rectified as soon as reasonably possible.

## 2.1 Performance criteria

Element	Function	Comments
<b>Windows</b>	Clean	Thoroughly clean all the glass area and allow time to dry
<b>Window Frames and Sills</b>	Clean	Thoroughly wipe clean all window frames and sills
<b>External Doors/Canopies and Posts</b>	Clean	Thoroughly remove all debris/dirt from external entrance space
<b>Vandalism/Damage/Defect</b>	Report	Report any damage where possible

## 3. 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 to 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	Price	Per unit
<b>Windows</b>	Thoroughly clean all the glass area and allow time to dry		Per window
<b>Window Frames and Sills</b>	Thoroughly wipe clean all window		Per window

	frames and sills		
<b>External Doors/Canopies and Posts</b>	Thoroughly remove all debris/dirt from external entrance space		Per door

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