



Caretaking and Cleaning Service Multi Storey Flats and Walk Up Flats

Our Aim

The entrance and external areas to your block of flats gives a first and lasting impression to your visitors. It is important that the right impression is made, and these areas are kept clean and tidy. All residents have a right to use these areas and they are termed as being communal. Our aim is to present these areas in the best possible condition at all times.

If the areas are communal do I have any responsibility for their condition?

Even though the common parts are used by other residents living in the block, and are open to visitors, you have a responsibility to keep them clean and tidy. This is clearly stated in your tenancy agreement.

Can I do anything to help?

You can help in keeping your block looking at it best by keeping the area outside your flat clean, free from any litter, and not storing unwanted items and refuse outside your front door.

Lights

All light fittings will be working, unless there is fault, which will be reported.

All light switches will work, and will be clean. If there is a fault then this will be reported.

Floors

All floors will be clean and clear of litter and dirt,

Stairs

All steps will be clean and clear of litter and dirt, and handrails will be clean.

Walls

All walls will be cobweb free, any light graffiti will be removed, but in some cases it may be necessary to order special cleaning, or some decoration to the affected area.

Ceilings

All ceilings will be cobweb free, any light graffiti will be removed, but in some cases it may be necessary to order special cleaning, or some decoration to the affected area.

Internal and external doors

Door surfaces will be clean and free grease, grime and marks. Any glass will be clean and safe and secure.

Window frames

The internal surfaces of window frames and cills will be clean and clear of litter and dirt.

Internal and external dustbin areas

All floors will be clean and clear of litter and dirt, and will be left in a sanitary condition.

Drying Areas

Surfaces will be clear of any litter, and have been swept or blown clear, and in conjunction with regular spraying will be as free from weeds and moss as is possible.

Can any additional cleaning be done between planned visits?

Extra cleaning will only be provided if there is, for example, a spillage that cannot be easily cleaned by the resident and the area may become a hazard to other users. In such cases you should contact us on Free-phone 0800 915 6660

You can help ...

... by taking a look at the **Caretaking and Cleaning** information we have put together to show you what we feel is an acceptable standard. You could become our eyes and ears by taking note of what is going on around you and reporting anything you feel needs putting right. Use the link at the right of this page to download a copy of our standards.

If you would like this information in any other format including large print, audio CD/tape, Braille or translated into another language please telephone 0113 2141942 and speak to the Equality Officer