



CLEANING SERVICE STANDARD

Trident will visit this site on a regular basis .
The timetable will be displayed on site notice boards.
Here are standards that are set for the completion of these works:

- 1** Floors and stairs will be swept, mopped or vacuumed. Please take care if the floors are wet. Floors will not be washed if there is a possibility they will freeze because of cold weather.
- 2** General surfaces such as banisters, handrails and skirting boards will be dusted or washed down.
- 3** Cobwebs from ceilings, walls and light fittings will be removed.
- 4** Mats and mat wells will be swept and deodorised.
- 5** Internal windows and glass that are accessible in the communal areas will be cleaned weekly.
- 6** Communal bin areas will be swept out and disinfected.
- 7** The block will be checked for repairs, damage or vandalism and these will be reported to the Homes Maintenance team.
- 8** Litter will be cleared from inside and outside the block. We only clean the communal areas, not inside your homes.





Trident Group

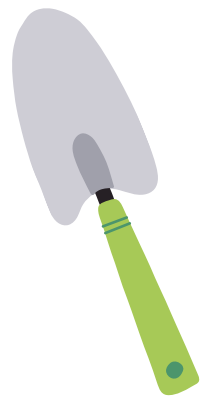
GROUNDS SERVICE STANDARD

Trident will visit this site on a regular basis.

Teams will work on weekends to keep on top of schedules that can't be met.

Here are the standards that are set for the completion of these works:

- 1** The contractor must remove and dispose of all debris and grass clippings after every site visit.
- 2** The contractor must wear protective clothing and use the machines safely, to prevent harm to the operator or any people nearby.
- 3** Hedges are to be maintained on both sides so they do not grow over pavements or roads so people and cars can get through.
- 4** Trim back all plant growth overhanging onto paths/drives or preventing light getting into the property.
- 5** All planted beds should be kept practically weed free (90% - or more) throughout the year.
- 6** We will carry out an annual site assessment and make any improvements to bring the estates back up to standard.
- 7** No work will be done before 8am Monday to Saturday, or on Saturday afternoons. No work will be done on a Sunday.
- 8** Work will not take place if the weather is bad (e.g rain, snow, high winds).



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WINDOW CLEANING STANDARD

Window cleaning works will be carried out by Arrow Cleaning Services
Here are standards that are set for the completion of these works:

Cleaning shall be undertaken using clean, fresh water so that after cleaning all windows, frames, heads, cills, panels, windows fixtures, fittings and window furniture are to be clean, clear, free of loose dust, soilage, stains, cobwebs etc leaving smear free windows.

Windows will be cleaned once every two months on a Tuesday designated to your building.

January, March, May, July, September, November

First Tuesday: Bramble Close , Brasshouse Lane, High Beeches, Maple Court, Mount Pleasant , Orchard Court , Redwood Court , South Road

Second Tuesday: Burberry Court, Crosswells Road ,Meeting House, Trident Drive, William Perry Court

Third Tuesday: Cherrywood Court, Fairlie House, Stevens Terrace, Trident Close x 2, Victoria House

Fourth Tuesday: Calthorpe x 3, Highgate Close,Waterside, Wheelleys Road

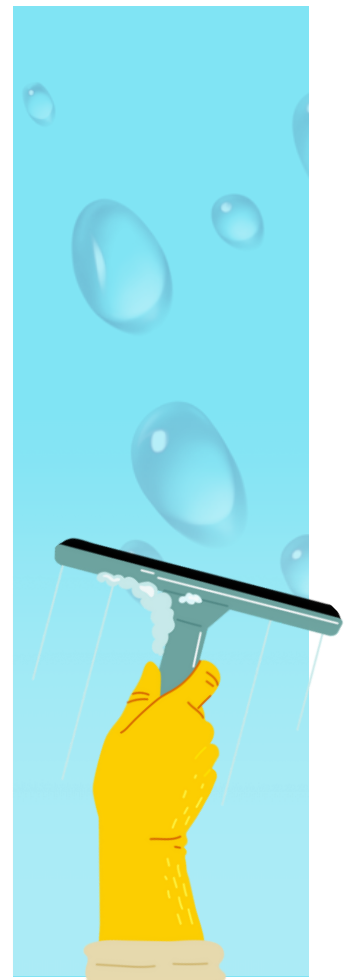
February, April, June, August, October, December

First Tuesday: Cedarhurst, Dominic Drive

Second Tuesday: Bishops Court, Clover Court, Dimmingsdale Bank, Grant Court, Rowan Court

Third Tuesday: Ferndale Crescent, Granville Square, Central Office, Rake Way Office Ravenhurst Cottages, William Street Odds

Fourth Tuesday: Ashwood Court, Beechwood Court, Bucklands End, Connaught Gardens Kingsley Court, Laurel Court, Nuneham House, Nursery Road, St Albans Road, Wood Court Yardley Court.



This rota is subject to change.



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CLEANING AND GROUNDS TIMETABLE

We want all our residents to be clear about what services we provide and when to expect them. See below for the timetable of activities

Cleaning	Every Week	Every Two Months	Every Year
General Cleaning Standards			
Check external lights, trip hazards and complete full fire and safety inspections, reporting any communal repairs	✓		
Vacuum and mop floors on landing, staircases and communal areas.	✓		
Wash out and disinfect bin rooms and bin storage areas. Cleaning out the drainage channels in the rooms.	✓		
Remove dustbins / paladins from external (open) communal bin-stores (on schemes where applicable) so as to sweep out and clear leaves, paper and accumulated debris, and replace upon completion.	✓		
Wall surfaces up to a standing height to be cleaned and polished of dirt and dirt spots.	✓		
Bulky items including furniture and rubbish will be removed from the communal areas	✓		
Stairways and rugs are to be kept clean and free of mud, dirt and other debris	✓		
Elevators and lifts to be vacuumed with walls and glass polished.	✓		
Porcelain surfaces of washbasins, toilets and urinals to be cleaned and stain free	✓		
Plumbing in bathrooms free of mould and water stains	✓		
Cleaning dispensers, mirrors walls and stall partitions in bathroom to be clean of dirt, grease, gum and marks in bathrooms	✓		
Floors to be cleaned, mopped and buffed in the communal areas.	✓		
Windows			
External windows and sill to be dusted and made cobweb free.		✓	
External windows to be power cleans and left smear free.		✓	
Internal windows and glass that are accessible in the communal areas will be cleaned		✓	
Garden			
Cutting of the grass in the communal areas.		✓	
Maintain hedges to avoid them obstructing access.		✓	
Removal of all debris and grass clippings in the garden areas.		✓	
Trim back any plant growth or trees on driveways or blocking light into your home		✓	
Tend to damaged grass areas to encourage regrowth		✓	
Perform a site assessment to ensure high standards			✓