

## **Tamar Housing Society**

### **Cleaning Specification**



This specification outlines Tamar's expectations of the cleaning contractor. In all cases the standard is to be met at the time of the contractor's visit to the scheme.

The preferred days that each estate is to be cleaned are within two days of the bins being collected. This is set out in the Cleaning Schedule but is subject to change by the local authority.

#### **Internal areas**

- All internal areas are to be litter free
- All floors and stairs are to be clean and free of dirt
- All skirting boards are to be clean and free of marks (excepting those already in existence)
- All banisters are to be clean and free of cobwebs
- All walls are to be free of marks and cobwebs
- All communal glass (both internal and external) is to be clean and free of finger marks
- All doors are to be clean and free of finger marks
- Any faulty lights are to be reported to Tamar Offices
- Any graffiti that can not be cleaned off immediately is to be reported to Tamar Offices.

#### **Lifts (Where applicable)**

- All lift floors are to be clean and litter free
- All lift controls are to be clean
- Any fault with the lift are to be reported to Tamar Offices

#### **Bin areas**

- All bin areas are to be free of litter
- All bin areas are to be clean and to smell of disinfectant after each visit.

#### **Bulk rubbish**

- The contractor is expected to remove small items of dumped rubbish (up to  $\frac{1}{2} \text{ m}^3$ )
- Any larger items of bulk refuse or dumped rubbish are to be reported to Tamar Offices

- If the bin area can not be cleaned due to bulk refuse on any visit this is to be reported to Tamar Offices

### **Monitoring**

- The contractor will provide photographs of all operatives to be displayed on a notice board at each scheme
- The contractor will record each visit to the scheme on a sheet to be kept on site, as directed by the Housing Officer
- Tamar will carry out customer satisfaction surveys in the first year and at other times. The contractor will be provided with the results of these surveys
- The contractor will be required to attend at least one site meeting with the Housing Officer and residents each quarter
- The Housing Officer will meet with the contractor each month to discuss any issues with the contract
- In the event of complaints by residents, the contractor may be required to attend site with the Housing Officer at any time during the normal hours of work

### **General Requirements**

- The contractor is to provide all cleaning materials, tools and machinery required to carry out the work
- The contractor is not permitted to obtain water or electricity from a resident
- No tools, cleaning materials or machinery are to be left on site
- The hours of work are to be 8 am to 5 pm Monday to Friday only
- Any cleaning materials used must be non-hazardous to animals and people and must be used in accordance with the manufacturer's instructions
- The contractor is responsible for ensuring that the Control of Substances Hazardous to Health Regulations are adhered to
- The contractor is responsible for ensuring the health and safety of its workers and of residents and visitors to the schemes
- The contractor is to maintain public liability insurance cover to a minimum of £5 million