



Cleaning

**What you can expect from
your contractors.**



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The following summary covers all aspects of our cleaning contract. Please be aware that some services won't be relevant to all schemes.

We'll make information about the frequency of visits, the services provided and attendance available at all schemes.

Hours of work

Where equipment may disturb residents

Monday - Saturday
8am - 6pm

Works that do not involve noise or disturbance

Monday - Saturday
6am - 6pm



General areas

Corridors and stairwells

- Monthly clean of any internal glazing and frames. Spot clean as required at every visit.
- Windows in main entrance doors should be cleaned internally and externally including the surrounding frame and architrave.
- Doors, handles, intercom system and all touchpoints to be wiped down and sanitised.
- Communal mailboxes should be wiped clean and sanitised.
- Dust/clean and sanitise ledges, surfaces, radiators and skirting.
- Clean switches, sockets and noticeboards.
- Wipe/clean and sanitise bannisters and rails.
- Clean and remove any marks on walls, where possible, with available products.
- All light fittings to be dusted.
- All cobwebs to be removed.
- Sweep, mop, vacuum and polish all floor coverings. Floors are to be left dry and non-slip after every visit.
- Use a wet mop followed by a dry mop system all year.
- Clean the perimeter of the floor and stair treads to remove dirty marks left by mops.
- Small stains on carpets must be removed. Report these if unable to be removed.
- Remove all junk/non-personal/non-addressed post.
- Ensure wet floor signs are displayed during cleaning.
- External porches are subject to the same specification.

Bin stores, drying areas, bike stores and internal scooter stores

- Ensure all litter and bagged waste is inside the bins.
- Floors should be swept clean and sanitised.
- Monthly clean of any internal glazing frames. Spot-check every visit.
- Dust, clean and sanitise ledges, surfaces, radiators and skirting.
- Clean switches, sockets and noticeboards.
- Wipe/clean and sanitise bannisters and rails.
- Clean and remove any marks on walls.
- All light fittings to be dusted.
- All cobwebs to be removed.
- Ensure that all bin chutes are unobstructed, wiped and sanitised externally. Internal issues to be reported immediately.

Lifts

- All exterior surfaces must be cleaned and polished on every floor level.
- All call points must be sanitised inside and out.
- Internal floor surface is to be swept, vacuumed or mopped - or a combination of all three
- Wipe over wall surfaces and skirtings.
- Clean and polish any glass or mirrored surfaces.
- Door runners are to be cleaned and kept free of debris and dirt.
- Ensure wet floor signs are displayed during cleaning.
- Floors are to be left dry and non-slip after every visit.

Specialist areas

Communal lounge areas

- All bins to be emptied and cleaned.
- Monthly clean of any internal windows or glass surfaces, including frames. Spot clean as required on every visit.
- Doors, handles, intercom system and all touchpoints to be wiped down and sanitised.
- Dust/clean and sanitise ledges, surfaces, radiators and skirting.
- Clean switches, sockets and noticeboards.
- Wipe/clean and sanitise bannisters and rails.
- Clean and remove any marks on walls.
- All light fittings to be dusted.
- All cobwebs to be removed.
- Sweep, mop, vacuum and polish all floor coverings. Use a wet mop followed by a dry mop system all year and floors are to be left dry and non-slip after every visit.
- Stains on carpets must be removed immediately and reported if unable to be removed.
- Ensure wet floor signs are displayed during cleaning.

Kitchens

- Empty and clean all bins.
- Clean and sanitise sink area, including taps being wiped with appropriate treatment and polished.
- Clean all white goods, including ovens.
- Sanitise the exterior of all white goods, appliances, cupboard fronts, splashbacks and surfaces.
- Spot clean and sanitise tiles and wall surfaces.
- Clean any internal windows or glass surfaces, including frames.
- Doors and handles to be wiped down with appropriate treatment and sanitised.
- Replenish stocks of all consumables.
- Dust/clean and sanitise ledges, surfaces, radiators and skirting.
- Wipe clean worktops, splashbacks and cupboard fronts.
- Sweep and mop floor.
- Ensure wet floor signs are displayed during cleaning.
- Floors are to be left dry and non-slip after every visit.

Toilets and bathrooms

- Toilets and urinals cleaned and sanitised.
- Sinks and taps cleaned, sanitised and polished.
- Clean mirrors and any glass surfaces as appropriate.
- Clean any shower cubicles or shower equipment including drain. Run showers for three minutes once per week (Please note, this isn't a Legionnaires test).
- Spot clean tiles, partitions and wall surfaces.
- Empty and clean bins (excluding sanitary bins).
- Doors and handles to be wiped down.
- Replenish stocks of all consumables.
- Dust ledges, surfaces, radiators and skirting.
- Wipe and polish equipment such as hand dryers, soap dispensers, vending machines etc.
- Sweep and mop hard floor coverings. Floors are to be left dry and non-slip after every visit.
- Ensure wet floor signs are displayed during cleaning.

Laundries

- Monthly clean of any internal windows or glass surfaces, including frames. Spot clean as required at every visit.
- Empty bins and clean if necessary.
- Clean and sanitise sink area and wipe and polish taps.
- Damp wipe the top, front and inside rim of machines.
- Remove and clean filters.
- Empty any water from tumble dryers.
- Spot clean tiles and wall surfaces.
- All light fittings to be dusted and cobwebs removed from ceilings.
- Doors and handles to be wiped down.
- Dust ledges, surfaces, radiators and skirting.
- Wipe clean worktops, splashbacks and cupboard fronts.
- Sweep and mop floors.
- Ensure wet floor signs are displayed during cleaning.

Internal and external bike and mobility aid shelters

- Doors and handles to be wiped down and sanitised.
- Floors should be swept clean, sanitised and all litter removed.
- Monthly clean of any internal windows or glass surfaces, including frames. Spot clean as required at every visit.
- Dust/clean and sanitise ledges, surfaces, radiators and skirting.
- Wipe clean switches, sockets and noticeboards.
- Clean and remove any marks on walls.
- All light fittings to be dusted.
- All cobwebs to be removed.

Window cleaning

Each scheduled visit

- Window cleaning includes the cleaning of frames, heads, sills, trickle vents and panels, soffits and fascias.
- Cleaning shall be done using clean, ionised water so that after cleaning all windows, frames, heads, sills and panels are clean, clear, free of loose dust, soilage, stains, cobwebs and smears.
- The recognised method of window cleaning at these sites is 'reach and wash' – a water-fed pole system.
- Where appropriate, wash and wipe down Juliette balconies.
- Where it isn't possible to operate a reach and wash system, contractors will require specialist access equipment and operatives who are trained to operate such access equipment.
- Windows in main entrance doors should be cleaned internally, including the surrounds, frame and architrave.

Gutter cleaning


Each scheduled visit


- Remove all debris, including leaves, twigs and any other obstructions from the gutters, downspouts and ground-level drains.
- Inspect gutters and downspouts for any damage or blockages and report these to Amplius.
- Ensure that all gutters and downspouts are functioning properly after cleaning.
- Dispose of all debris removed from the gutters in an environmentally friendly way.





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