



# CLEANING SERVICE SPECIFICATION

## 1. INTRODUCTION

1.1. This specification provides details of the cleaning works to be carried out by the contractor. It also sets out Elim's expectations in terms of standards of work, monitoring and conduct for the contractor's operatives.

## 2. CORE WORKS

2.1. The table below provides detail about the core works that will be completed by the contractor. The Schedule of Works will specify which works will need to take place on specific sites and the frequency of these works on each site.

Cleaning of entrance halls, landings, corridors, lobbies and staircases:

- Areas will be left clean, tidy, dust, dirt and cobweb free.
- At every visit the contractor will vacuum/mop all floors, clean waste bins including removal and disposal of waste, clean any contact points, e.g. door handles, bannisters etc.
- Mats on the floor will be moved cleaned underneath and returned to position.
- As and when required, cleaning walls and ceilings, including cleaning of scuff marks or other contact marks and removing any cobwebs.
- Areas will be left smelling clean and fresh.

Cleaning of lifts:

- Communal lifts shall be cleaned to the standard detailed above.

Communal kitchens, laundries and bathrooms:

- Communal kitchens, bathrooms and laundries shall be cleaned to the standard detailed above, with the addition of the following being cleaned on every visit:
- Worksurfaces.
  - Cupboard/drawer fronts and handles.
  - Stove tops and oven doors.
  - Appliance frontages.
  - Sinks.
  - Condensing water in tumble driers to be emptied on every visit.

Internal bin stores:

- Internal bin stores shall be maintained to the same standards, with allowances made in respect of the areas needing to smell clean and fresh (though this should not detract from the thoroughness of the cleaning).

Cleaning of internal glass and internal communal windows:

- All accessible internal glass should be left in a clean, dust and streak free condition after cleaning.

Rubbish and litter removal:

- Internal, communal areas shall be left rubbish and litter free after every visit.
- Communal waste bins are to be emptied on every visit.
- Where it is considered unsafe to clear rubbish or litter (e.g. clinical waste), the operative shall notify Elim immediately and ensure that the area is made safe for residents.
- Where rubbish can not be cleared for practical reasons, e.g. fly-tipping, white goods, the operative shall notify Elim immediately.

### 3. SAFETY

3.1. The contractor will operate in compliance with all Health & Safety and Environmental legislation throughout the contract.

3.2. All chemical products used in the process of cleaning will have COSHH assessments available immediately on request and shall only be used by appropriately trained and skilled operatives.

3.3. Wherever necessary, operatives will display signage that appropriately warns users of the building about the risks of the task being completed, e.g. "Wet Floor".

3.4. Floors are to be left dry and non-slip after every visit.

#### 4. CONDUCT AND PRESENTATION

- 4.1. Operatives are to wear the contractor's uniform at all times.
- 4.2. Operatives are to be identifiable at all times by means of a photo identity card.
- 4.3. Operatives are to be respectful of residents and other users of the property at all times.

#### 5. REPORTING AND ASSURANCE

- 5.1. The contractor shall have in place a system that allows Elim and residents to check as to the completion or otherwise of any scheduled works and the next scheduled date for works to take place.
- 5.2. This system will allow Elim to check completion information digitally, whilst residents should be able to check a physical record of completion, e.g. on a noticeboard.