**CLEANING SPECIFICATION**

**Supported Housing Services**

**Communal Entrances, Exits, Doors, Door Glass and Door Mats, COMMUNAL**

**FLOORS, LANDINGS, HALLWAYS AND EXTERNAL, HAND RAILS, AREAS TO ALL ENTRANCES**

**Litter Pick / Remove Refuse**

* Any residue or staining left by any litter, deposits or leaves or fouling, with an approval anti-bacterial solution.
* Remove all cobwebs from any part of the building.

**Mats and Mat Wells**

* Lift, shake out, sweep or vacuum any door mats at communal entrances and exits and remove from site all dirt etc., arising. Mat wells shall be thoroughly swept / vacuum cleaned.

**Hard Surfaces – Sweep**

* Sweep all floor coverings and hard surfaces leaving them clean, litter free and free of any deposits, fouling and leaves / twigs and the like.

**Vacuum Soft Floors**

* Vacuum all soft floors and leave them clean including spot cleaning as necessary. Ensure vacuum is emptied regularly to ensure efficient operation.

**Mop Floors**

* Use a clean mop with approved cleaning solution / agent in water appropriate to the surface including spot cleaning to remove stubborn marks as necessary. Also wash / wipe clean all skirtings, bases, thresholds, upstands and the like associated with the areas to be mopped.
* Wash down and wipe clean all main and internal doors, porches, architraves and associated woodwork including any associated glazed panels, framework
* All scuff marks are to be removed from entrances, exits, doors and surrounding areas, taking care not to damage or degrade the surfaces.

**COMMUNAL WALLS, WOODWORK, CEILINGS, LIGHT FITTINGS, SOCKETS, SKIRTING BOARDS, LEDGES, SWITCHES AND PANELS**

* Re-move and dispose of any cobwebs. Dust / damp wipe as appropriate all fixtures and fittings the surface should not leave a trace in the dust nor show accumulation within one day of being cleaned.
* Wash down walls including spot cleaning as necessary to get rid of removable marks and hazardous deposits as appropriate.
* All surfaces shall be left free from dust, dirt, grease, scuff marks, water and no water stains shall be left on any surfaces.

**Lifts (where applicable)**

* All lifts should be cleaned, disinfected and deodorised as necessary including washing down and wiping clean the internal and external faces of all landing doors, walls, architraves /surrounds /call plates etc. Lift floors having a rubber (usually studded) covering shall be left with a noticeable shine. Rubber (studded) floors shall be sealed at the specified frequency. Any mirrors are to be cleaned, polished and left smear free using an approved cleaner. All lift door runners are to be kept clean and free of litter and debris.

**Office Areas / Communal Areas**

* Clean all desks, tables, filing cabinets, litter bins, telephones, computer terminals and screens, printers, typewriters, desk lamps, chairs, pipe services, mirrors, the inside and outside of doors and door frames, floor surfaces, heater units, light units, wall surfaces, partitions and any other item within or associated with the office room.

**Communal Kitchen Areas**

Clean all services tops, tables, benches, cookers, oven, hob, extractor hoods, cabinet fronts, litter bins, telephones, sink units, draining boards, drying racks, soap racks/dishes, chairs, pipework, mirrors, the inside and outside of doors and door frames, floor surfaces, heater units, light units, wall surfaces (including tiled walls), partitions and any other item within or associated with the kitchen.

* Empty each cupboard and clean all shelves, doors, sides, tops, bottoms and ledges four times per year. On completion of this service item, an anti-bacterial solution shall be applied to all cupboard surfaces.
* Also wash / wipe clean all skirting associated with the areas to be mopped

**Bathroom and Toilet Areas**

* Clean all toilets, baths and wash-hand basins using an appropriate method to the surface being cleaned. This includes scrubbing and removing lime-scale from all areas including WCs, urinals, pipe services, panels, soap racks / dishes wash hand basins, taps, toilet panels, water cisterns / tanks, soap racks / dishes, wall surfaces (including tiled walls), mirrors, towel / hand rails, the inside and outside of doors and door frames, floor surfaces, heater units, light units, partitions and any other item within or associated with the toilet room.
* Also wash / wipe clean all skirting associated with the areas to be mopped.

**LAUNDRY AREAS**

* Clean all areas using an appropriate method to the surface being cleaned. This includes scrubbing and removing lime-scale from wash hand basins, taps, wall surfaces (including tiled walls), the inside and outside of doors and door frames, floor surfaces, skirting boards and light units. To clean all laundry equipment using the appropriate method for the surface being cleaned.

**COMMUNAL LOUNGES AND DINING AREAS**

* Clean all surfaces using an appropriate method to the surface being cleaned including all, tables, chairs, display cabinets, shelves, litter bins, telephones, lamps, chairs, pipe services, mirrors, the inside and outside of doors and door frames, floor surfaces, heater units, light units, wall surfaces, partitions and any other item within or associated with the dining room and lounges.
* Vacuum all soft floors and leave them clean including spot cleaning as necessary