

- 1.1.1 Stonewater Limited is an ever changing and developing organisation. Over the course and term of the contract there are likely to be changes to the specification and the areas to which cleaning services are to be provided. Some of these may involve significant change. Stonewater Limited are looking for the contractor to work with them and be flexible and adaptable over the course of the contract, so that Stonewater Limited is able to respond to changes in Customer choices as these may affect the specification; and to support its asset management strategy.
- 1.1.2 Stonewater Limited will support Customers who wish to take more control of their local environment and the services delivered to them. This may take a number of different forms but one could be a group of leaseholders deciding to take on the cleaning services at their scheme. The contractor will be expected to work with Stonewater Limited and such a group of Customers to facilitate this and appropriate adjustments, based on the Tender Book, will be made to the annual fee. It is also possible that some areas currently managed by Customers may in future be included within this contract.
- 1.1.3 For the avoidance of doubt, the terms listed below will have the following definition in this section:

<b>Term</b>	<b>Definition</b>
Sweeping	Removal of loose soil, dust, debris and litter by means of a broom and then to be removed from site.
Damp wiping	Use of well-wrung damp cloth to remove soil, marks, stains and smears from an entire surface area, including finger marks.
Spot cleaning	Damp wiping only those surfaces, items, appliances etc. which are marked or stained and leaving smear free.
Mopping / washing	Removal of all debris, dust and also heavier soiling by using a solution of water and detergent/de-greaser/floor maintainer followed by rinsing and drying. Buffing may be required to enhance appearance, removing smears or streaks.
Buffing	Production/restoration of an even sheen and the removal of scuffs and marks by means of rotary action. Surface is to be left clear of smears and streaks and non-slip.
Polishing	Application of a polish to a cloth which is then applied to a surface. Surface is then buffed to produce a deep even sheen and left clear of smears and streaks and lint.

Dusting	Removal of loose soil/dust/cobwebs by means of a duster or static mitten to leave a dust and smear free surface. Use of a damp cloth or polish may be required. Loose soil/debris is then to be removed from site.
Descaling	The use of an approved descaler on all sanitaryware, WC pans, urinals and drains, sinks, drinking fountains, shower heads, taps and fittings to remove all scale build up, where required. This must be followed by thorough rinsing to avoid staining/discolouration of metal fittings.
Bulk Refuse	Is defined as any large item or items of furniture or household goods or appliances improperly disposed of by residents in an internal or external area of the scheme.
Fly Tipping	Is defined as any significant accumulations of refuse dumped illegally in an internal or external area within the boundary of the scheme.
Retirement Leasehold Schemes	Retirement Leasehold Schemes include accommodation where the occupier receives help to enable them to live in the accommodation safely. They will require a high degree of confidentiality from the contractor at all times.

## 1.2 Standards required

1.2.1 Stonewater Limited is adopting the principles of the HouseMark Photo Book for the delivery and management of this contract. Stonewater Limited will operate a robust and flexible monitoring regime that includes Inspecting Officers and Customer Representatives. This regime will use an edited version of the HouseMark Photo Book (a copy is provided at Appendix 2 of Part 8 of this tender document) as its basis and regular Estate Services inspections will produce a quality rating/score. Stonewater Limited will be looking to the contractor to make a major contribution to ensuring that any monitoring regime works for the benefit of all parties, customers, Stonewater Limited and the contractor. Stonewater Limited are particularly keen to ensure that visits to schemes are evidenced, using the most advanced and reliable new technology.

1.2.2 The HouseMark Photo Book sets out four standards:

- A - Very good
- B - Satisfactory
- C - Poor
- D - Totally unacceptable and a service failure .

1.2.3 Tenderers will be aware that different schemes will require a different frequency of attendance. Geographic location, the demographics of the customers and many other factors can affect this. **Stonewater Limited have identified most schemes will require a minimum of weekly frequency of cleaning.** Tenderers should pay particular attention to the frequencies required when determining the annual price for each listed scheme.

1.2.4 This specification is placing the responsibility on the contractor to achieve the "A" standard after each routine visit to a scheme (or for an area where reactive work has been delivered) and to maintain a "B" standard at all other times. The contractor will visit each site to the frequency indicated in the Tender Book, as a minimum.

**Note: Tenderers are to make their own assessments to the frequency of visits during the visits conducted during the tender period. If a Tenderer believes the frequency stated is insufficient, this is to be raised as a clarification during the tender period. The client will not make additional payments or vary the frequency of attendance following the award of a contract.**

1.2.5 Stonewater Limited is expecting the contractor to understand and cooperate fully with flexible working arrangements and is anticipating that the contractor will work with them during the course of the contract to review the frequencies required, with a view to identifying where economies can be made. Stonewater Limited will still require the contractor to provide monthly schedules of work indicating when the contractor will attend each scheme and what tasks will be carried out so that effective monitoring and control can be implemented. The contractor must advise Stonewater in advance of any change to a scheduled date or time of attendance regardless of whether this is a one off change or more long running change of schedule.

1.2.6 Maximum efficiency will be achieved by arriving at visit frequencies which maintain each scheme at an "A" level after each visit and is at a "B" when the scheme is next visited, prior to any tasks being undertaken.

### 1.3 Defect works / unacceptable standards

1.3.1 Stonewater Limited will undertake a regular regime of monitoring and evaluation of schemes based on the photobook standards

1.3.2 If any element of the scheme is deemed to be at 'B' standard immediately after a scheduled visit or of a 'C' or 'D' standard at any time, then the contractor has failed to achieve the required standards and will be required to rectify the service failure. A 'Rectification Notice' will be served to the contractor and rectification must be completed with 48 hours.

- 1.3.3 If 48 hours pass and the rectification has not been undertaken then a 'Default Administration Charge' of £100.00 will be immediately imposed in each instance. The amount of £100.00 is in respect of the contractor's contribution to the costs incurred by Stonewater Limited in investigating the failure to provide the service and the issuing of the 'Rectification Notice'.
- 1.3.4 Following the issue of a Rectification Notice the contractor shall take digital photos of the incident or area that has caused the issue of the Notice both before and after any work to rectify the issue. These photos shall be sent to the Inspecting Officer within 24 hours of the issue being resolved.
- 1.3.5 In the event that the contractor fails to complete any services as detailed on the Default Notice, the Contract Administrator may issue further Default Notices until such time as the services are completed.
- 1.3.6 If within 7 days of receipt of a Default Notice, the contractor does not comply, Stonewater Limited may employ and pay other persons to carry out the services which may be necessary to give effect to such instruction. All costs incurred by Stonewater Limited may be deducted from any payments due to the contractor or invoiced to the contractor separately.
- 1.3.7 Stonewater Limited will record centrally all Notices issued each month and these will be reconciled on an annual basis and deducted from the final monthly invoice total or raise a consolidated invoice to the contractor for the sum of all 'Default Notices' for the year.

## 1.4 Security

- 1.4.1 The contractor will be responsible on all visits, for ensuring that the following are secure, vandal free and locked where appropriate.
- Roof access and canopies (this is absolutely essential in order to prevent pirate radio, vandals, metal thieves etc. from gaining access)
  - Intake cupboards
  - Meter cupboards
  - Bin Stores
  - Plant rooms, tank rooms and lift motor rooms
  - Any estate parking and security gates
  - Communal door entry doors and rear doors to blocks
  - Cycle, buggy and/or scooter stores, where these are accessible to the contractor
- 1.4.2 If the contractor's operative discovers any breaches in security they will immediately upon discovering the issue give full details to the Inspecting Officer / Contract Administrator so as to enable an effective repair to be ordered. For the avoidance of doubt, if the contractor has

visited a site and not reported any deficit in the security installations listed above then Stonewater Limited will be of the opinion that the contractor has ensured that all the relevant security aspects have been inspected and are secure, vandal free and locked where appropriate.

### 1.5 Areas to be serviced

- 1.5.1 The contractor shall organise their workforce and equipment to provide a cleaning and caretaking service to internal and relevant external communal areas.
- 1.5.2 Tenderers are reminded that Stonewater Limited has an active development programme and therefore Stonewater Limited will expect the appointed contractors to cover the entire geography of an awarded lot and not just the schemes currently identified.
- 1.5.3 In addition to the above, Stonewater Limited reserves the right to raise 'reactive' task orders at other properties owned and managed by Stonewater Limited, within the geography of an awarded lot, which the contractor will be expected to complete. Please refer to clause 4.4 for further information on 'reactive' task.
- 1.5.4 Internal communal areas may include, but are not limited to, entrance halls, landings, corridors, lobbies, staircases and balconies, communal rooms and bathrooms, offices and store rooms. These shall be left clean, tidy, dust and cobweb free and left free of unpleasant odours. Any relevant external areas shall be maintained and left clear of litter.
- 1.5.5 Relevant external communal areas will be specified and agreed on a scheme by scheme basis and may include as a minimum, but not limited to, block entranceways, steps, exposed staircases and walkways, store areas (in particular bin stores), drying areas, communal sitting areas, and any other area in the vicinity of a block or scheme managed by Stonewater Limited as shown within the GIS mapping information and Tender Book. It may also include any signs and notice boards on estates which are a valuable source of information for customers and visitors alike. At these schemes the contractor will be required to ensure that all estate signage including estate maps, notice boards and block signage are kept clean, graffiti and vandalism free at all times. Any instances of vandalism should be reported to the Inspecting Officer immediately, but if a minor repair is possible by the contractor this should be done immediately. The external communal areas shall be kept clean, litter and debris free, tidy, dirt free and left looking swept, tidy and maintained.
- 1.5.6 Stonewater Limited also has some exposed staircases connected to buildings, interconnecting walkways and balconies that shall be swept and mopped whenever required. The contractor shall make sure that all floor level or easily accessible gullies, drains and downpipes are clear of litter and detritus at all times.
- 1.5.7 The services will also be supplied to some schemes that do not receive any grounds maintenance services by alternative means/contractors.

Therefore, where a grounds maintenance contractor is not appointed to maintain a scheme the term 'external communal areas' will also include any roads and paths (i.e., any un-adopted roads that form part of the estate), hard and soft landscaping areas, gravelled areas, garages and parking areas.

- 1.5.8 The exact definition of the contractor's responsibility for cleaning and other duties is set out in this specification. If any limited, minor changes to the specification are identified during the initial pricing site visit they must be recorded by both parties and noted clearly in the tender submission.

### 1.6 Consumables

- 1.6.1 The replenishing of consumables such as toilet rolls, towels and soap shall be the responsibility of the contractor. The brand and type of each item will be agreed during the mobilisation period with either the Scheme Manager or another authorised Officer.
- 1.6.2 It is expected that the cost of these items will not exceed £100 per scheme per annum. The contractor is to keep details of the cost of replenishing such items at every scheme and any costs in excess of this amount will be reimbursed to the contractor.

### 1.7 Litter removal, including fly tipping and bulk waste

- 1.7.1 All internal areas (and external areas around schemes where there is no separate Grounds Maintenance contractor) shall be free of litter, including any junk mail that may be at any location in the premises, after every visit. This includes removing litter from under hedges and under bushes where there is no separate Grounds Maintenance contractor to carry out this function.
- 1.7.2 The elimination of litter, junk mail, free newspapers, etc. is a part of the service that is highly visible to customers and affects their view of the performance of their landlord. The collection of litter is therefore of the highest priority and it is expected that the contractor will devote sufficient resources to in order to achieve an "A" standard after each visit and ensure a "B" standard is maintained at all times. This is a section of the specification which will be subject to close monitoring by staff and customers.
- 1.7.3 The contractor shall be responsible for the removal of all fly posting on any wall, refuse bin or other surface (including external surfaces where no separate Ground Maintenance contractor is in place). The contractor shall report to the Inspecting Officer any fly posting which cannot be removed using cleaning agents by the end of the day concerned.
- 1.7.4 All sweepings and junk mail are to be collected, removed from the site, as part of the same operation as cleaning, and together with the contents of all litter and waste containers treated as waste material arising.

### 1.7.5 Animal fouling

- i. The contractor will be expected to allocate sufficient resources to ensure internal areas of schemes (and external areas where there is no separate Ground Maintenance Contractor) are free of animal fouling, particularly dogs, on each visit. Stonewater Limited will expect the contractor to be aware of and collect and dispose of any instances of animal fouling. The contractor will work with Stonewater Limited and customers to address the issue through preventative measures if the problem is viewed to be more serious. The contractor should notify the Authorised Officer of any locations where animal fouling is considered a problem.
- ii. All collections of animal waste are to be disposed of in an appropriate manner and should not be deposited in paladin or other estate bins. No additional payment will be made for the removal of animal fouling as part of a routine visit.
- iii. Where a collection is reported to Stonewater Limited, the contractor will be expected to provide resources to attend and rectify, within the prescribed timescales, regardless as to whether the contractor is scheduled onsite during that day. This will be classed as a 'reactive' task and subject to separate payment, as detailed within the Tender Book.

### 1.7.6 Fly tipping

- i. The cleaning contractor shall be responsible for dealing with any fly tipping issues if they occur in an area for which they are responsible (generally internal to the scheme, unless there is no separate Grounds Maintenance contractor). If any item of fly tipping constitutes a Health and Safety risk to staff or customers it shall be reported to the Inspecting Officer and, if instructed, removed by the contractor within 24 hours.
- ii. If there is any evidence of fly tipping a timed and dated digital photo is to be taken of the offending item/s and the photo is to be submitted to the Inspecting Officer within 2 working days. The contractor's operatives are to investigate if there is any immediate evidence as to who was involved. If there is obvious evidence of the perpetrator the contractor is to notify the Inspecting Officer immediately. The contractor is to cooperate and liaise with the Inspecting Officer in any further and more detailed investigations into fly tipping particularly where it is persistent in a particular location.
- iii. The contractor shall be responsible for the removal from all sites of such matter and should include the cost of carrying out this service to all of the schemes. No additional payment will be made for the removal litter and fly tipping as part of a routine visit.
- iv. Where a collection is reported to Stonewater Limited, the contractor will be expected to provide resources to attend and

rectify within the prescribed timescales, regardless as to whether the contractor is scheduled onsite during that day. This will be classed as a 'reactive' task and subject to separate payment, as detailed within the Tender Book.

### 1.7.7 Bulk refuse

- i. Stonewater Limited is committed to keeping all schemes it manages clean and tidy, free from all bulk debris and rubbish including fridges, freezers and other household items.
- ii. Anything which cannot be lifted by one person or disposed of on site will be considered to be bulk refuse. This will include, but is not limited to, white goods (fridges, freezers, cookers, etc.), 3 piece suites, car or motorcycle tyres or anything of a similar size.
- iii. If the items considered to be bulk refuse the contractor's operative will contact the Inspecting Officer immediately and send digital photos of the item/s with a date and time record.
- iv. The Inspecting Officer will decide whether to instruct the contractor to remove the bulk refuse or make alternative arrangements. If the contractor is instructed, the fee paid will be in accordance with the schedule set out in the Tender Book. Any fees in relation to the removal of bulk refuse will be as 'reactive' and therefore separate from the annual 'routine' cost.
- v. The contractor is to investigate for any evidence within or on the bulk refuse to identify who is responsible and obtain, if possible, names and addresses. The contractor is to co-operate and liaise with the appropriate Inspecting Officer in this action.

### 1.7.8 Collection of sharps, needles, broken glass, etc.

- i. It is an essential condition of the contract that all of the schemes managed by Stonewater Limited are kept clear of sharps, needles, broken glass and other materials which could be considered harmful and unsafe.
- ii. The contractor shall be deemed to have allowed for all activities involved in clearing and disposing of harmful and/or unsafe materials as part of routine visits. No additional payment will be made for their removal as part of a routine visit.
- iii. Where a collection is reported to Stonewater Limited, the contractor will be expected to provide resources to attend and rectify, within the prescribed timescales, regardless as to whether the contractor is scheduled onsite during that day. This will be classed as a 'reactive' task and subject to separate payment, as detailed within the Tender Book.

### 1.7.9 Bodily fluids, spillage cleaning, etc.



- i. The contractor shall be deemed to have allowed for all activities involved in cleaning bodily fluids and spillages as part of routine visits. This shall include, but not limited to:
    - a. Remove all of fluid, debris and waste to an approved tip.
    - b. Carefully cleaning and disposing of anti-social, medical, human debris or environmental waste.
    - c. Wash and scrub with disinfectant all surfaces affected and dry by de-humidifier, where necessary.
    - d. All works to be carried out to industry standards and site to be left clean and tidy.
  - ii. The contractor will be required to take before/after, time/dated digital photographs of all removals as part of the contract management and monitoring process. No additional payment will be made for the removal of fluids or spillages as part of a routine visit.
  - iii. If fluids or a spillage is reported to Stonewater Limited, the contractor will be expected to provide resources within the prescribed timescales, regardless as to whether the contractor is scheduled onsite during that day. This will be classed as a 'reactive' task and subject to separate payment, as detailed within the Tender Book.
- 1.7.10 Unless Stonewater Limited agrees to the contrary, access difficulties and/or adverse weather conditions will not be an acceptable reason for non-performance of these tasks.
- ### 1.8 Graffiti removal
- 1.8.1 The contractor will be responsible for the removal of all graffiti reported internally (and externally where there is no separate Grounds Maintenance contractor) around estates, regardless of the size of the incident.
- 1.8.2 Where graffiti is identified during a schedule visit to the property, this is to be removed immediately. Otherwise, there are specific target times for the removal of graffiti as follows:-
- Offensive graffiti (racist, homophobic, containing offensive words etc.) shall be removed by the contractor within 24 hours of being reported.
  - Non - offensive graffiti shall be removed by the contractor by the end of the 3<sup>rd</sup> working day after which the incident is reported to the contractor.
- 1.8.3 The contractor will be required to take before/after, time/dated digital photographs of all graffiti removed as part of the contract management

and monitoring process. No additional payment will be made for the removal of graffiti as part of a routine visit.

- 1.8.4 Where graffiti is reported to Stonewater Limited, the contractor will be expected to provide resources to attend and rectify within the prescribed timescales, regardless as to whether the contractor is scheduled onsite during that day. This will be classed as a 'reactive' task and subject to separate payment, as detailed within the Tender Book
- 1.8.5 The contractor will be required to ensure that where graffiti has been cleared the affected area is painted and/or restored to its original condition. Where this is not possible the contractor must liaise with the Inspecting Officer to agree what remedial work will be undertaken. The duties of the contractor will not typically extend beyond re-painting the affected area.

### 1.9 Gritting

- 1.9.1 In the event of a forecast of imminent freezing weather and in the absence of a separate Grounds Maintenance contractor, the contractor will be required to clear snow and supply and lay salt and grit as detailed in their Winter Maintenance Programme in line with Stonewater's Freezing Weather/Winter Working Policy to all areas at all schemes as identified within the Tender Book. The salt and grit will need to be laid to any external parts of the property that the cleaning contractor is responsible for maintaining.

### 1.10 Parking enforcement and abandoned vehicles

- 1.10.1 Most estates have limited space for cars and many have parking restrictions. Stonewater Limited provides some facilities (e.g. parking spaces, garages etc.), where customers can park their cars. These are identified by the GIS mapping.
- 1.10.2 The contractor shall always park considerately and in line with any parking restrictions in place at schemes.
- 1.10.3 If any contractor becomes aware of an abandoned vehicle it should be reported to Stonewater Limited's Inspecting Officer giving as much of the following information as possible:-
- Vehicle make and model
  - Registration details
  - Location (road, estate, block, nearest flat number)
  - Condition of vehicle
  - Digital photo
  - Whether the vehicle is locked or insecure
- 1.10.4 Stonewater Limited's Inspecting Officer will take any further action as required.

## 1.11 Specification for cleaning

### 1.11.1 Doors and glazed panels

- i. All internal and external communal doors are to be cleaned and disinfected, including, but not limited to, any handles and knobs, finger and kick-plates, letter boxes, etc. All door furniture, frames and any glazing forming part of each door and adjacent glazed partitions are to be free of dust and smears, all finger marks, smears, stains and general grime. Following washing, the contractor shall wipe all areas dry with a lint free absorbent cloth. All door furniture to be cleaned so as to be tarnish free, any metal polish to be washed away before drying and buffing.
- ii. Communal facades, door entry systems and surrounding back plates, flat numbering boards and any other internal notice boards or signage may also need to be washed and wiped.

Note: The contractor is to report any door entry systems either not working or left open to the appropriate Authorised Officer / Contract Administrator immediately.

### 1.11.2 Floors and staircases

- i. All floors are to be properly swept or vacuumed, including but not limited to all floors, staircases, entrance areas, steps, doormats / wells, etc.
- ii. Any non-carpeted floors are to be swept, scrubbed free from scuffmarks and staining and mopped clean, as required. Floors should be polished and buffed annually, as a minimum, or more frequently if required. The contractor is to ensure that all surfaces are left dry and nonslip after every visit.
- iii. Any carpets are to be dry vacuumed as required to remove surface soil paying special attention to edges and corners. Any stains are to be removed with an approved spotting agent. Carpets are to be shampooed with a dry foam shampoo annual, as a minimum, or more frequently if required. When shampooing, the contractor is to ensure that the carpet is not over wet and any shrinkage, as a result, is the responsibility of the contractor. On completion, the whole area is to be dry vacuumed, allowing suitable drying time. The contractor is to ensure that all surfaces are left dry and trip hazards e.g. electrical cable leads to vacuum machines, are avoided at all times.

**Note: Colour fastness of the carpet should be checked prior to shampooing and any problems should be reported to the Contract Administrator / Inspecting Officer before proceeding**

- iv. All removable communal mats are to be lifted, cleaned outside and replaced after the floor or mat-well has been cleaned. This

includes the removal of all litter and debris, including junk mail, and the removal of all grime within the mat so as to provide an effective barrier to the entry of soil and water. Sweep and wash any steps to keep free of all scuffs, marks, dust and grime.

- v. Stair nosings, handrails and banisters are to be cleaned and disinfected. All other wood, plastic and metal work, including balustrades, are to be washed. Following washing, the contractor shall wipe all areas dry with a lint free absorbent cloth. Any metal / brass handrails etc. to be cleaned so as to be tarnish free, with any metal polish to be washed away before drying and buffing.
- vi. It is acknowledged by Stonewater Limited that some floors and staircase treads and risers may not meet the "B" standard at the beginning of the contract. During the mobilisation period any floors and staircases that are in this condition should be reported to the Inspecting Officer in order that works can be raised as required and in order that no related penalties will be imposed on the contractor.

### 1.11.3 Walls and ceilings

- i. All internal walls and ceilings are to be clean and free from dirt, removable scuff marks and cobwebs. This includes, but not limited to, light switches, ledges, sills, skirtings, pipes, ventilation grilles, radiators, fire appliances, heaters, etc.
- ii. Any extractor fans, that can be reasonably reached safely and are located in a communal area, shall be left free from dust and dirt on every visit. The expectation is that these will be vacuumed out.
- iii. All surfaces are to be washed quarterly, as a minimum, or more frequently if required. The wash down is to be completed with a sanitising agent to keep free of all debris, grime, dust and smears. All scuff marks, smears, stains and general grime to be removed during cleaning by spot cleaning, damp wiping first as appropriate and then washed to leave surface clean dry and smear free. Slip hazards to be avoided at all times.
- iv. It is acknowledged by Stonewater Limited that some walls and ceilings may not meet the "B" standard at the beginning of the contract. During the mobilisation period any walls or ceilings are in this condition that are in this condition should be reported to the Inspecting Officer in order that works can be raised as required and in order that no related penalties will be imposed on the contractor.

### 1.11.4 Communal lighting

- i. All communal lights in the areas being service are to be checked, during every visit, for effective operation. In addition, all light fittings and covers are to be removed and cleaned.

- ii. The contractor will be responsible for ensuring light fittings do not retain on the outside or contain on their inside dust, dirt or cobwebs. The contractor will report failed or broken lamps, missing or damaged covers and internal workings to the Inspecting Officer within one working day.

### 1.11.5 Windows

- i. All communal glass partitions and glass panels, both externally and internally and Velux type windows where accessible, are to be maintained in a clean condition and when washed and wiped clean they must be left free of droplets, streaks and smears.
- ii. Clean, cold water must be used at all times when windows and glass panels are being cleaned. Correct and appropriate glass and window cleaning tools and materials shall be used at all times.
- iii. Health and safety issues must be considered for each scheme. The appropriate poles and if necessary, scaffolding, abseiling or other equipment, shall be used at all times. It is the responsibility of the contractor to ensure that this happens.
- iv. Any instances of bird fouling, paint spillage or other smearing on glass surfaces shall constitute a "C" Standard and therefore require removal.

### 1.11.6 Lifts

- i. Where a lift(s) is present it shall be left clean, tidy, smelling pleasant and fit for use by customers on every visit.
- ii. All interior surfaces, control panels etc. are to be kept free of dust and smears, all finger marks, smears, stains and general grime is to be removed during cleaning by spot cleaning, damp wiping or washing, as appropriate, to leave surface clean dry and smear free. Runners to be kept free from an accumulation of grit, debris and other materials interfering with the operation of the lift doors.

### 1.11.7 Cupboards / storage areas

- i. All cupboards, including storage / intake and meter cupboards, that the contractor has been given access to shall be maintained clean and free of litter.
- ii. All surfaces to be free of dust, loose soiling, smears, stains and general grime. Where lockable, these areas must remain locked at all times.

### 1.11.8 Offices

- i. All offices shall kept clean, tidy, dust and cobweb free, left smelling pleasant and fresh at all times.

- ii. All surfaces are to be free of dust and smears, all finger marks, smears, stains and general grime to be removed during cleaning by spot cleaning, damp wiping or washing as appropriate to leave surface clean dry and smear free.
- iii. Any floor surfaces are to be properly vacuumed and/or swept and mopped on a regular basis.
- iv. Curtains and blinds are to be vacuum cleaned and dusted as appropriate.

### 1.11.9 Toilets / bathrooms

- i. Where a bathroom or toilet is present, which is not for the sole use of an individual customer, the contractor will be expected to maintain these.
- ii. This will include removing any debris into the waste receptacle, using a damp cloth and solution to clean inside and outside of the basins and sinks, including taps, clean all splashbacks, worktops and surfaces, drainers, dispensers etc. allowing for spot cleaning or washing of surfaces to keep free of marks, streaks, stains and smears. Wring out the cloth and wipe all surfaces.
- iii. The insides of WC pans are to be scrubbed down with a neutral detergent. Particular attention is to be paid to WC traps and flushing rims. If necessary the germicidal detergent may be supplemented with non-abrasive or mildly abrasive cleaning cream or paste. The outside of WC pans, including cisterns, pipes and seats are to be washed down with hot water and neutral detergent. Particular attention is to be given to the back of the pan and seat hinges. Seats are to be dry polished after cleaning.
- iv. All chromium fittings such as taps and handrails must be treated with a non-abrasive cleaning agent. All stainless steel or enamel fittings must be treated with an approved special purpose cleaner. All areas must be hygienically cleaned to prevent the build-up of uric acid, verdigris or other stains on any surface. All cleaning equipment such as mops, pads and cloths used for cleaning toilet areas must be colour coded red and must not be used to clean other areas.
- v. Any floor surfaces are to be properly vacuumed and/or swept and mopped on a regular basis.
- vi. All consumables are to be replenished.

### 1.11.10 Communal lounges / rooms

- i. All communal lounges and common rooms shall be maintained and kept clean, tidy, dust and cobweb free, left smelling pleasant and fresh at all times. This may include, but is not limited to hairdressing rooms, treatment rooms, multi-purpose rooms, etc.

- ii. All surfaces are to be free of dust and smears, all finger marks, smears, stains and general grime to be removed during cleaning by spot cleaning, damp wiping or washing as appropriate to leave surface clean dry and smear free. This is to include any ornaments, artwork etc.
- iii. Any floor surfaces are to be properly vacuumed and/or swept and mopped on a regular basis
- iv. Upholstered surfaces of chairs etc. are to be vacuumed and are to be deep cleaned annually
- v. Curtains and blinds are to be vacuum cleaned and dusted as appropriate.

#### 1.11.11 Kitchens

- i. In general, customers are responsible for ensuring that kitchens are kept clean and tidy on a day to day basis and therefore the contractor will be expected to provide a quarterly periodic 'deep clean.'
- ii. This will include but is not limited to:
  - a. Removing any debris into the waste receptacle, to clean inside and outside of the basins and sinks, including taps, clean all splash backs, worktops and surfaces, drainers, dispensers etc. allowing for spot cleaning or washing of surfaces to keep free of marks, streaks, stains and smears. Wring out the cloth and wipe all surfaces.
  - b. All chromium fittings such as taps and handrails must be treated with a non-abrasive cleaning agent. All stainless steel or enamel fittings must be treated with an approved special purpose cleaner. All areas must be hygienically cleaned to prevent the build-up any stains.
  - c. White goods and appliances are to be cleaned internally and externally using a damp cloth and solution, allowing for spot cleaning or washing of surfaces to keep free of marks, streaks, stains, grime and smears. These shall, wherever possible, be pulled out and the areas behind them cleaned and disinfected quarterly. Empty filters where applicable.
  - d. All consumables are to be replenished.

#### 1.11.12 Guest rooms

- i. Where a guest room is present, this is to be thoroughly cleaned. In general, customers are responsible for ensuring bedding is provided for their guest and cleaned after their visit.
- ii. Therefore the contractor will be expected to, but is not limited to:

- a. All surfaces are to be free of dust and smears, all finger marks, smears, stains and general grime to be removed during cleaning by spot cleaning, damp wiping or washing as appropriate to leave surface clean dry and smear free. This is to include any furniture, ornaments, artwork etc.
- b. Cleaning any sanitaryware (sinks / basins, WC pans / urinals, etc.), mirrors, taps splash backs, worktops, drawer and cupboard fronts.
- c. Vacuuming any carpeted floors and sweeping and mopping any hard floors.
- d. Doors, door furniture and glass, entrance glass, internal doors and jambs, internal glazing, fixtures and fittings
- e. Wiping down and spot cleaning any walls, ledges, sills, skirtings, pipes, ventilation grilles, radiators, fire appliances, heaters etc.
- f. Upholstered surfaces of chairs etc. are to be vacuumed and are to be deep cleaned annually.
- g. Curtains and blinds are to be vacuum cleaned and dusted as appropriate.
- h. All consumables are to be replenished.

### 1.11.13 Laundry rooms / equipment

- i. Where a laundry room or communal equipment is present, the contractor will be expected to keep this in clean condition.
- ii. Particular attention should be paid to ensuring that the soap or detergent container for washing machines etc. is cleaned out and working properly on every visit.
- iii. Any washing machines in the laundry, kitchen or other rooms shall be descaled monthly, unless instructed otherwise along with cleaning of all filters.
- iv. All washing machines / dryers shall, wherever possible, be pulled out and the areas behind them cleaned and disinfected monthly along with removal of any build ups of lint.
- v. Residents are required to provide their own consumables and therefore there is no need to for this to be replenished.

### 1.11.14 Bin stores, rubbish chutes and hopper heads.

- i. All internal and external bin stores and bin chambers are to be maintained. They shall be left clean, tidy, smelling pleasantly and fit for use by customers at all times.



- ii. All bin areas, including those that store paladin bins are to be maintained in a tidy and disinfected condition. This may well involve weekly cleaning or at a greater frequency as stated in the Tender Book. Any residue rubbish and waste in bin rooms or stores shall be re-bagged so that it can be removed by the refuse contractor. The contractor shall be expected to pull bins out of these areas so as to enable this task to be carried out. In addition, bins are to be fully jet washed and disinfected twice a year.
- iii. Where possible, the contractor will be expected to co-ordinate visits to undertake these cleaning and caretaking tasks with the refuse collection service, where paladin and other bins have to be pulled out prior to being emptied and then returned. The methodology for this will be discussed, where known, during the visits to schemes during the tender period and then again at contract commencement with the appropriate officers.
- iv. If any bin store appears not to have been swept for some time or if there is evidence of litter that appears to have been there some time and could constitute a hazard to health or safety, this will be considered a "C" standard and will attract a rectification notice.
- v. Any litter bins on site, such as cigarette bins, are also to be emptied on every visit and the bins are to be left clean and re-lined with new bags.
- vi. Some sites may have dog waste bins. Where these exist, the bins are to be emptied and the waste disposed of in an appropriate way off site and, where a liner is in place, relined. Dog waste bins are to be emptied within 24 hours once it is known they are full or weekly.
- vii. Stonewater Limited has a small number of refuse chutes and, where they do exist, these have been indicated in the Tender Book. The contractor will be expected to ensure that these are kept free from all debris, grime and blockages. In addition, these should be fully disinfected twice a year.
- viii. If a blocked chute is reported to Stonewater Limited, the contractor will be expected to provide resources to attend and rectify within the prescribed timescales, regardless as to whether the contractor is scheduled onsite during that day. This will be classed as a 'reactive' task and subject to separate payment, as detailed within the Tender Book.

### 1.11.15 Store rooms, bike sheds, etc.

- i. Any other rooms used for storage of mobility scooters, wheelchairs or similar are to be swept and mopped to ensure they are kept in a clean, safe condition.