
**PRITCHETT TOWER TENANTS AND
LEASEHOLDERS ASSOCIATION (PTTLA)**

Proposed Cleaning Schedule

June 2016

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BACKGROUND

PTTLA is committed to working with Birmingham City Council Housing Department to improve the conditions within Pritchett Tower.

To that end we have consulted with residents to identify 'what a clean block should look like' and how to achieve it.

This proposed cleaning schedule is the result of that consultation.

The proposal identifies the procedures that the residents believe will contribute to an improved living environment.

SCOPE OF WORKS

Throughout this proposal we have identified tasks that are related to specific areas with Pritchett Tower

1. **Communal areas** – internal and external
 - Entrance halls/foyer, front and back
 - Lobbies outside lifts - on each floor
 - Lobbies outside flats – on each floor
 - Floors, walls, ceilings, glass, woodwork surfaces, light covers, fire door to stairs and notice boards
2. **Lifts** - Floors, walls and ceilings
3. **Stairs and landings** - Stairs, banisters, walls, ceilings
4. **Drying areas** - Floor, walls, ceilings, glass and woodwork surfaces
5. **Chute rooms / refuse areas & skip room**

GENERAL PRINCIPLES

Throughout our proposal there are a number of baseline principles to be agreed

1. Cleaning should leave areas free of loose and/or caked dirt particles, and will present an overall appearance of cleanliness.
2. Wads of gum, tar, and other sticky substances will be removed from surfaces.
3. Grilles and woodwork will be dust-free.
4. Doorknobs, push bars, kick plates, railings, doors and other surfaces will be clean and polished to a lustre.
5. Walls, skirting boards and other surfaces will be free of watermarks, scuffs from the cleaning equipment striking the surfaces, and splashings from the cleaning solution and rinse water.
6. Wall surfaces, up to standing height, will be free of finger marks, smudges, and other dirt spots of any kind
7. All surfaces will be dry and the corners and crevices clean after mopping.

CLEANING DEFINITIONS

The terms outlined within this section are used to describe that task.

1. **Sweep with broom:** Removal of loose dirt, dust, debris and litter by means of a broom.
2. **Damp wiping:** Use of well-wrung clean wet cloth to remove dirt, marks, stains and smears from a surface.
3. **Spot cleaning:** Damp wiping only those surfaces, items (notice boards), appliances (as appropriate) etc. which are marked or stained, leaving them smear free.
4. **Mopping & washing:** Remove all debris, dust and heavier soilage by using a solution of clean hot water and detergent/de-greaser/ floor maintainer, followed by rinsing and drying. Buffing may be required to enhance appearance, removing smears or streaks.

The mopping work will have been performed in such a manner as to properly clean the floor surface - care should be taken to see that the correct type and mixture of cleaning solution has been used.

Consideration should be given to/A recommendation should be made about the frequency with which the water is changed whilst undertaking this task on a floor by floor basis.

5. **Buffing:** Production/restoration of an even sheen, on specific floors, the removal of scuffs and marks by means of mechanical rotary action. Surface is to be left clear of smears and streaks and non-slip
6. **Polishing:** Application of 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.
7. **Dusting:** Remove loose dirt/dust/cobwebs/spider webs 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.
8. **Descaling:** The use of an approved descaler, or other appropriate cleaning materials, on the chutes and within the chute rooms (and possibly the drying areas)

Cleaning Schedules / evaluation *proposed / for discussion*

1. Communal Areas and Surfaces

Entrance halls, lobbies, floors, Walls, ceilings, glass, woodwork surfaces, light covers, fire door to stairs and notice boards,

Minimum Frequency: Daily (Mon – Sat) with pm check clean

2. Lifts *Minimum Frequency: Daily (Mon – Sat) with pm check clean*

3. Stairs and landings *Minimum Frequency: Daily sweep, Weekly wash*

4. Drying Area *Minimum Frequency: Weekly*

5. Chute Rooms / Refuse Areas Cleaning of refuse disposal facilities following visual inspection

Minimum Frequency: Weekly

6. Other Issues Window cleaning: Quarterly; Intake cupboards: Fortnightly; Wipe clean walls and light fittings, Communal lighting (internal and external): Weekly

7. Recording Evidence of activity

Block inspections

Quarterly meeting with PTTLA concerning standard of cleanliness

- *Agenda driven by tenant comments on standards and recommendations, supported by photographic evidence*
- *Reports submitted to BCC, hard copy or electronically.*

1. COMMUNAL AREAS

Our ambition

Entrance halls, landings and lobbies shall be clean, tidy, dust and cob-web free and left smelling pleasant and fresh

1.1 External access areas	Regularity
1. Swept, leaving them clean and free of any deposits and/or leaves. Where appropriate this will include keeping gulley gratings and gullies free from deposits and/ or leaves.	
2. All hard surface areas shall be kept clear of algae, moss and weeds throughout the whole year.	
1.2 Internal Floors	Regularity
1. Vinyl / tile floors should be cleaned by sweeping with broom, mopping and washing, so that they are free of established loose dust, soilage and litter and present an even shine, are free of hazardous deposits, except for those deposits which are being responded to.	
2. All mopped areas will be clean and free from dirt, streaks, mop marks, and strands, etc.; properly rinsed, if required, and dry mopped for an overall appearance of cleanliness.	
3. Appropriate cleaning methods will be used to eliminate residue build-up in seams and discolouring of grout, where appropriate.	
4. Care will have been taken throughout the mopping operation to prevent the liquids and equipment from coming into contact with electric outlets located in the floor areas or baseboards.	
5. Remove and clean bodily fluids, human & animal excrement, urine and blood. Disinfect all areas that have been contaminated and as necessary deodorise against smells. All waste to be disposed of in a safe manner. <i>Guidance on appropriate clothing and cleaning materials should be observed during this cleaning.</i>	
1.3 Floors with carpeted or fibre non slip matting (front and rear doors)	Regularity
1. Vacuuming of matting area – lift matting and remove all dirt from well	
2. Clean mat / matted area, at the entrance, as necessary, remove sticky deposits; surfaces should be cleaned so that they are free of hazardous deposits; except for those deposits which are being responded to.	
1.4 Communal Walls, doors and light fittings	Regularity
1. All surfaces, (including communal doors and internal glazing, cills, external surfaces to entrance porches, ducts, conduits, handrails and pipework attached to surfaces and boarded over windows to rooms, other than flats) should be cleaned - they, shall be free of smears, dust, cobwebs, insects; all finger marks, 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. Glass should be cleaned on both sides.	
2. Using suitable equipment, cleaning, as appropriate entry phone system panel, door furnishings, exposed pipe work, skirting, signs and notices and all fixtures and fittings to communal areas. Remove all litter.	
3. Walls, baseboards, and other surfaces will be free of watermarks, scuffs, or marks from the cleaning equipment striking the surfaces and splashings from the cleaning solution and rinse water.	
4. Light fittings: In line with health and safety guidelines all communal light fittings throughout the block should be maintained and cleaned so that they have all external surfaces of covers free of visible dirt, dust and established cobwebs and they are free of established soilage including a significant extent of dead insects internally.	

2. LIFTS

Our ambition The lifts shall be clean, tidy and left smelling pleasantly fresh.

Regularity

2.1	<ol style="list-style-type: none">1. Floors of the lifts should be free of loose dust, soilage and litter. The lift floor shall be swept, mopped and disinfected.2. The lift walls shall be wiped clean and polished, including any installed mirrors, call buttons and floor indicators. Walls (including all attachments, signs, panels and floor indicators), doors and ceilings are free of graffiti, marks and smears, and of uniform bright appearance.3. The lifts should be free of hazardous deposits. The lift doors on each floor internally and externally shall be wiped clean and polished.4. Door tracks are free of soilage and litter. The lift door runners shall be left clean and free of any detritus.	
2.2	Other issues that occur on a 'regular basis'	Regularity
	<ol style="list-style-type: none">1. Remove bodily fluids, human & animal excrement, urine and blood. All waste to be disposed of in a safe manner. Area to be cleaned with appropriate materials and disinfected	
	<ol style="list-style-type: none">2. Remove all needles, syringes and dispose safely and environmentally as per current Health and Safety legislation.	
	<ol style="list-style-type: none">3. Disinfect all areas that have been contaminated and, as necessary deodorise against smells.	

3. STAIRS AND LANDINGS

Our ambition The staircase is clean, tidy, smelling pleasant and fresh

3.1 Floor Surfaces	Regularity
1. Remove all litter and any sticky deposits.	
2. Ensure floors are free of established soilage, loose dust and litter, and of smear marks on adjacent walls and drip marks on stringers. Floors shall be cleaned so that they are free of hazardous deposits except for those deposits which are being responded to.	
3. Vinyl floors are to be swept and mopped, polished and buffed.	
4. On the stairs: treads and risers are mopped and wiped clean.	
5. Non-carpeted floors are to be swept, scrubbed free from scuffmarks & staining and mopped clean, ensuring no water marks are left on the staircase. This includes, but is not restricted to, treads, landings, risers and any other vertical or horizontal surface.	
6. Wipe handrails including spindles, uprights, balusters and newel posts.	
3.2 Walls and other surfaces	Regularity
1. Walls, partitions and other surfaces with paint, tiled, varnished or glazed finish, including all signs attached thereto, are cleaned so that they are free of graffiti, fly-posters and hazardous deposits save those which are being responded to.	
2. Wall surfaces, including cills and internal glazed partitions, external surfaces to entrance porches, ducts, conduits, handrails and pipework attached to surfaces and boarded over windows to rooms other than flats, cleaned so that they are free of loose dust, marks and soilage and have a uniform appearance.	
3. Dust/clean all ledges and window cills.	
4. Have all irremovable marks, defaced and broken signage reported to the relevant body	
5. Remove dust and cobwebs from ceilings, walls and all surfaces and around light fittings and other fittings.	
3.3 Other issues	Regularity
1. Remove bodily fluids, human & animal excrement, urine and blood. All waste to be disposed of in a safe manner. Area to be cleaned with appropriate materials and disinfected	
2. Remove all needles, syringes and dispose safely and environmentally as per current Health & Safety legislation	

4. DRYING AREAS

Our ambition The drying area are clean, tidy and uncluttered.

Regularity

4.1	1. Wall surfaces, including cills and internal glazed partitions, ducts, conduits, handrails and pipework attached to surfaces and boarded over windows to rooms other than flats should be cleaned.	
	2. Grilles and woodwork will be dust-free	
	3. There should not be any spots or smudges on the wall surfaces, caused by touching the wall with the treated dust cloth.	
	4. All such rooms and facilities shall be maintained so that they are free from accumulated rubbish (bulk refuse) and established dust and soilage, free of hazards and/or unauthorised storage, with hazards removed and all such examples of unauthorised storage reported for further action to the relevant housing officer/other appropriate body.	
	5. Any defective locks or locking mechanisms are reported to the relevant housing officer for repair.	

5. Chute Rooms - Refuse areas

Our ambition The Chute rooms and bin area are to be as clean as possible, uncluttered with the minimal smell affecting the residents.

5.1 Chute Rooms -

Regularity

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| | 1. Refuse compartments and refuse hoppers shall be cleaned to ensure that | |
| | <i>i. they are free of hazardous deposits except for those deposits which are being responded to;</i> | |
| | <i>ii. floors, walls and ceilings are free from soilage and litter;</i> | |
| | <i>iii. the hoppers are free of soilage, operational (mechanically and capable of disposing of refuse through a clear chute) or reported for repair or undergoing clearance;</i> | |
| | <i>iv. they have evidence of dry disinfection treatment present on hoppers;</i> | |
| | <i>v. evidence of pest and vermin are dealt with through appropriate procedures and reporting.</i> | |
| | 2. Refuse chutes shall be cleaned so that accumulated soilage on the chute lining is periodically removed with sufficient frequency to prevent a build-up which might impede use of the chute or cause excessive nuisance to residents. | |

5.2 Refuse areas - Bin / skip room

Regularity

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| | 1. Ground floor refuse chambers shall be maintained so that | |
| | <i>i. it has no overflowing refuse</i> | |
| | <i>ii. no soilage or litter to ceiling, doors, walls or floor</i> | |
| | <i>iii. it has, where applicable, an operational refuse chute cut-off</i> | |
| | <i>iv. chute doors are in good repair</i> | |
| | <i>v. has evidence of dry disinfection</i> | |
| | <i>vi. evidence of pest and vermin are dealt with through appropriate procedures and reporting.</i> | |
| | 2. The refuse skip shall be cleaned so that impacted soilage is periodically removed with sufficient frequency to prevent a build-up which might present a health risk to residents or others, or which might be perceived as noxious or objectionable to a reasonable person given the circumstances | |

6. Tenant expectation of competencies for caretaker / cleaner

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| <p>1. Is skilled in own service/work area;</p> <ul style="list-style-type: none">a. Works within established procedures;b. Works with a moderate degree of Supervision technical expertise and business (delivery) understanding | <ul style="list-style-type: none">• Understands the impact of own work on customers, self and immediate team• Has one or more trade/practical skills to perform tasks e.g. installations, maintenance, or repairs• Is motivated in developing service knowledge / working towards a qualification• Maintains current knowledge of all applicable procedures and safety measures |
| <p>2. CUSTOMER FOCUS (INTERNAL AND EXTERNAL)</p> | <ul style="list-style-type: none">• Consistently demonstrates a positive and enthusiastic attitude towards and with customers• Delivers good quality service to customers• Gains and listens to customer feedback to improve poor service areas• Is responsive to internal/external customer requirements, resolving maintenance and repair issues (being provided with the appropriate equipment [e.g. telephone] to achieve this) |
| <p>3. DELIVERY FOCUS</p> | <ul style="list-style-type: none">• Completes tasks within the parameters given• Looks to make things happen rather than being easily offset by obstacles• Seeks guidance on issues outside own remit or work area, as appropriate |
| <p>4. PROBLEM SOLVING</p> | <ul style="list-style-type: none">• Applies knowledge and skills and established procedure to assess and solve routine problems• Escalates issues or problems that cannot be easily resolved |
| <p>5. COMMUNICATION, NEGOTIATING, INFLUENCING</p> | <ul style="list-style-type: none">• Communicates standard information or processes clearly to others• Listens actively to others; understands and responds to the underlying message• Communicates routine written and verbal information accurately• Prepares and maintains accurate records and documentation of completed work. |
| <p>6. TEAMWORK, COACHING, AND GUIDANCE</p> | <ul style="list-style-type: none">• Has team effectiveness skills and works collaboratively within own team• Offers support and guidance to team members |
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