

Communal cleaning services

Bromford.

Service Standards

If your home is in a scheme or block where there are internal communal spaces, Bromford is committed to keeping these areas clean, tidy and safe. We will ensure that all cleaning standards meet health and safety requirements.

Frequency and activities

Our cleaning team work to a schedule specifically for where you live, which will be displayed on the communal noticeboard. It will give you the specific details of the frequency and cleaning activities that you can expect from us.

There may be times when it is not possible to clean in certain circumstances due to weather conditions or other operational difficulties but we promise to get back on schedule as soon as possible.

Communal cleaning

What we'll do as a minimum:

Bin area

- floors will be swept and any debris removed
- all horizontal and vertical areas - including ledges up to a height of 3.35m, will be free from visible dirt, debris and cobwebs – particularly ledges and corners

Flooring (excluding resident mats)

- all flooring (including any mats that we provide) will be free from litter, dirt, dust and fluff either on, or visible below, the surface – particularly edges and surrounds
- corners, edges and ledges will be free from scuff marks
- safety floors will be treated in line with manufacturer's recommendations
- floors will be swept and mopped - however, we may not mop if the weather is damp or there is a risk of freezing temperatures - if we need to mop in these circumstances, we will dry mop to reduce any slip risk
- any junk mail will be tidied to one side
- carpets will be deep cleaned annually

Walls

- will be free from dust, dirt, removable marks, graffiti, sticky substances and cobwebs

Windows and doors

- wash and clean all the external and internal glass of communal windows and doors, and in ILS flats, clean all external glass to customers' windows
- clean all drips and residue left on frames as a result of cleaning

Mirrors and internal glass (excluding windows)

- will be free from visible dust, dirt, smears, sticky substances and finger marks

Soft and hard furniture and fittings

- all furniture and fittings that we provide will be free from litter, dirt, dust and fluff either on, or visible below, the surface

Surfaces and skirting boards

- all horizontal and vertical areas - including ledges up to a height of 3.35m, will be free from visible dirt, debris, stains, sticky substances, smears, spill marks, finger marks and cobwebs – particularly ledges and corners

We will also

- carry out customer surveys on cleaning
- update the cleaning specification for where you live
- report communal repairs
- report other hazards
- ensure the area is cleaned to health and safety requirements

We will

We will check that the cleaning standards are being met as part of our block inspection process and whenever we make a visit to the building.

You will

Please see your noticeboard for more information on the cleaning services where you live.

We ask you to raise any feedback or concerns about the standard of cleaning with your neighbourhood coach or service manager.



How will we keep a check on our standards

We will:

- monitor the outcomes of Neighbourhood Coaches' quarterly scheme inspections
- use feedback from surveys, compliments, complaints and general comments to improve our service
- regularly report on how we are doing to our Customer and Communities Network who are customers and help us to scrutinise our services

We will review this standard

When we:

- update our policies or review our services
- notice that your valued feedback is telling us we need to look at things again

How to contact us



Visit our website for the latest information at [bromford.co.uk](https://www.bromford.co.uk)



Call us on 0330 1234 034



Contact your neighbourhood coach [bromford.co.uk/neighbourhoodcoach](https://www.bromford.co.uk/neighbourhoodcoach)