

Cleaning Service Standard

Trident will visit this site on a regular basis .

A timetable will be displayed on all site notice boards.

Below are the standards that you can expect on each visit:

1. Floors and stairs will be swept, mopped or vacuumed. **Please take care if the floors are wet. Floors will not be washed if there is a possibility they will freeze because of cold weather.**
2. General surfaces such as banisters, handrails and skirting boards will be dusted or washed down.
3. Cobwebs from ceilings, walls and light fittings will be removed.
4. Mats and mat wells will be swept and deodorised.
5. Internal windows and glass that are accessible in the communal areas will be cleaned weekly.
6. Communal bin areas will be swept out and disinfected.
7. The block will be checked for repairs, damage or vandalism and these will be reported to the Homes Maintenance team.
8. Litter will be cleared from inside and outside the block.

Hallways and landings must be kept clear at all times. Any items, including bags of rubbish, furniture, carpets or any other personal items will not be moved for cleaning. These will be reported to the Neighbourhoods and Services team for further action to be taken.

We will report any bulky items that have been dumped on the estates to the Homes Maintenance team for removal. There may be a charge for this. You can report problems to members of the cleaning team and they will pass the issue to the relevant department by the next working day.

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