# Cleaning Service Standard – Sheltered Schemes

This document sets out the specification for communal cleaning in the scheme in which you live. The schemes are listed at the end of this document.

## Internal Communal Cleaning

All schemes are visited by a cleaner 5 days a week, Monday to Friday. The areas and items cleaned, and frequency of cleaning is as follows:-

### Areas Cleaned (where applicable and at the frequency below)

* All toilet areas/male/female/disabled.
* All shower/bathroom areas.
* All communal kitchen areas.
* All reception foyers/corridors and walk areas.
* Communal rooms.
* Laundry area.

### Daily Clean/Activities (where applicable)

* Empty waste bins.
* Vacuum all carpets/floor mats.
* Sweep and damp mop vinyl floors.
* Damp/dust/polish tables.
* Clean toilets and wash hand basins.
* Clean kitchen units/worktop surfaces, sink, drainer and surround.
* Clean exterior of cooker/refrigeration/microwave ovens.
* Damp/wipe all door handles/push plates/buttons.
* Glass door panels.

### Weekly Clean/Activities (where applicable)

* Clean and sanitise waste bins.
* Damp/dust cabinets/shelves/bookcases
* Damp/dust skirting boards.
* Damp/dust windowsills/ledges.
* Damp/dust doors/frames/kick plates.
* Clean toilet cubicles/walls.

### Monthly Clean/Activities (where applicable)

* Damp/dust/vacuum chairs.
* Clean fixed furniture/pipes/coat stands.
* Wash all walls and tiles (kitchen and toilets).

## Window Cleaning

* Cleaning every 2 months (January, March, May, July, September, November) of communal windows and frames, doors, and panels only, both internally and externally. Window cleaning does not cover individual flats.

If you feel the above standards have not been delivered or you have any comments on our service, please contact our Housing Management Department at

* Email: [Tenancy@ashfield.gov.uk](mailto:Tenancy@ashfield.gov.uk)
* telephone: 01623 450000.

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| **Sheltered Scheme** | **Address** |
| Aspley Court | Aspley Road, Sutton-in-Ashfield, Notts NG17 2DE. |
| Beauvale Court | Beauvale Road, Hucknall, Notts NG15 6QY |
| Brand Court | Stanton Hill, Sutton-in-Ashfield, Notts NG17 3FZ |
| Brook Street Court | Brook Street, Sutton-in-Ashfield, Notts NG17 1NZ |
| Darlison Court | Spring Street, Hucknall, Notts NG15 7HS |
| Desmond Court | Church Lane, Underwood, Notts NG16 5EY |
| Nuncar Court | Nuncargate Road, Kirkby-in-Ashfield, Notts. NG17 9DT |
| Sherwood Court | Sherwood Street, Kirkby-in-Ashfield, Notts NG17 7BY |
| Summerhill Court | Swanson Avenue, Huthwaite, Sutton-in-Ashfield, Notts NG17 2NA |
| Titchfield Court | Orchard Street, Hucknall, Notts NG15 7NA |