

# Estate cleaning charter



## Our standards

Our estate cleaning charter sets out what standards you can expect from us. This is an important step towards continuously improving the services we provide to you, our residents.

We aim to provide a helpful, friendly and polite estate service to all residents, and to be responsible for our actions.

We will go to local resident group meetings and carry out estate inspections every eight weeks with the caretaker, estate services manager, housing officer, residents, contractor and managing agents (if appropriate) to make sure that we are responsible for the service we provide.

Your cleaner or caretaker's hours of work are Monday to Friday, 9am to 5pm. We will display when they will be on your estate on your block's noticeboard.

## Every week, we will:

- inspect all bin areas, remove any rubbish which has overflowed and rotate the bins;
- remove offensive graffiti within 24 hours (or report it to a manager if it needs to be dealt with by a specialist);
- sweep hard surfaces and remove litter from estate roads, paths, lawns, shrub and play areas;
- inspect rubbish chutes for blockages – if they are blocked we will clear the blockage within 24 hours;
- deal with health-and-safety problems or report them to the relevant manager;
- respond to emergencies;
- respond to residents' requests to deal with specific tasks or areas, if this is appropriate;
- report any repairs needed to shared areas to the customer service team;

- report bulky waste to the estate services manager and move it to the collection point if one is available;
- report any unsafe play-area equipment to a manager;
- check lighting and replace any faulty bulbs, and report any other faults to the customer services team;



- sweep and wash shared entrances and lifts;
- check the staircases for rubbish and spillages, and clean them up;
- report any abandoned vehicles to our parking control contractor;
- report any antisocial behaviour to the housing officer and estate services manager;
- sweep and wash, or vacuum, all shared staircases;
- remove dirt and scuff marks from shared walls;
- clean banisters and balustrades (uprights that support the banisters);
- clean shared doors and block signs which can be reached easily;
- clean and disinfect bin areas;
- remove weeds from estate areas as they appear;
- check and clean shared light fittings where necessary;
- polish the inside of lifts and the doors;



## At the relevant times of the year, we will:

- adjust light timers to make sure estate lighting is working at the correct times;
- clear ice and snow from entrances and pathways and spread rock salt to stop more ice from forming; and
- clear leaves from garden areas, estate car parks and pathways.

## Other duties

- clean tiled surfaces of blocks;
- clean landings and balconies;
- clean the insides of any windows in the shared areas;
- clean shared carpets where needed;
- clean cobwebs from any ceilings; and
- clear gullies and drain areas from litter and weeds.

- We jet clean stairwells, bin areas and other areas, when needed.
- We will deep clean all shared stairwells when needed.
- We will deep clean all bin areas.
- We polish floors in shared areas, when needed.

## How we will achieve these standards

### We will:

- carry out monthly site inspections with residents and contractors;
- go to local resident meetings if we are asked;
- carry out regular and unannounced 'spot checks' to see whether these standards are being kept to;
- carry out a programme of site walkabouts with our senior management team;
- respond quickly to complaints;

- hold regular team meetings with our staff;
- keep track of how our cleaning service is doing by looking at the standard of cleaning on sites;
- put in place local action plans where standards are not being met;
- display staff attendance sheets on noticeboards or in blocks;
- train our staff to carry out their jobs to a high standard; and
- maintain close working partnerships with council services such as recycling, refuse and street collection.

### Useful contacts

#### Customer Service team

Phone: 020 8709 4300 or 0800 085 6065

Fax: 020 8709 4400

Email: [customerservice@gatewayhousing.org.uk](mailto:customerservice@gatewayhousing.org.uk)



### Free bulk rubbish collection

Tower Hamlets (up to eight items) Phone: 020 7364 5004

Hackney Phone: 020 8533 7583

Newham Phone: 020 8430 2000

You can ask for this leaflet in large print, on audio tape or in another language. Please contact us on 020 8709 4300.

আপনি এই লিফলেটটি বড় ছাপায়, অডিও টেপে বা অন্য যে কোন ভাষায় পেতে পারেন। দয়া করে আমাদের সাথে যোগাযোগ করুন ০২০ ৮৭০৯ ৪৩০০ নম্বরে। [Bengali]

Waxaad dalban kartaa warqaddan oo ku daabacan farta waawayn, iyadoo ku duuban cod ama ku tarjuman luqadaha beesha. Fadlan nagala soo xidhiidh telefoonka ah 020 8709 4300. [Somali]

Możesz poprosić o tę ulotkę drukowaną dużą czcionką, w postaci zapisu audio lub w innym z języków społeczności. Skontaktuj się z nami pod numerem telefonu 020 8709 4300. [Polish]

Quý vị có thể xin tờ rơi (tờ thông tin) này bằng khổ chữ lớn, bằng ghi âm hoặc tiếng nói khác trong cộng đồng. Xin vui lòng liên lạc với chúng tôi, điện thoại số 020 8709 4300. [Vietnamese]

你可要求這份單張的大字印刷本、錄音或其他社區語言的版本，請致電 020 8709 4300 與我們聯絡。 [Chinese]

آپ یہ کتابچہ بڑے حروف، آڈیو یا کسی دوسری کمیونٹی زبان میں طلب کر سکتے ہیں۔ براہ مہربانی ہم سے فون نمبر 020 8709 4300 پر رابطہ کریں۔ [Urdu]



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North River Alliance

## Gateway Housing Association

409-413 Mile End Road, London, E3 4PB

Residents: 020 8709 4300

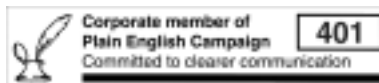
General enquiries: 020 8909 4409

Fax: 020 8709 4400

Email: [enquiries@gatewayhousing.org.uk](mailto:enquiries@gatewayhousing.org.uk)

[www.gatewayhousing.org.uk](http://www.gatewayhousing.org.uk)

This leaflet gives you information on the services we will provide to you.  
The leaflet does not affect your rights as set out in your tenancy agreement.  
Thank you to all the residents who helped to produce this leaflet.



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